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ABSTRACT

In preparation for a 2-day workshop on the potential for library automation in Maine, comments regarding expectations for the workshop, specific questions, and concerns were solicited from librarians throughout Maine. This document comprises written testimony received by the solicitor. Among the issues addressed are: needs and desires in the area of technology; automation and/or technologies being used now or intended to be used in the near future; expected level of involvement in statewide automation; suggestions for funding of technology; functions to be automated including a union catalog of books, reference database searching, electronic mail, automated cataloging or acquisitions, circulation, internal library office functions; and changes anticipated in the library. Responses from more than 35 libraries (academic, public, state, and special) are presented. (THC)

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TESTIMONY FROM MAINE LIBRARIANS

REGARDING

STATEWIDE AUTOMATION PLANNING

Susan Baerg Epstein
Susan Baerg Epstein, Ltd.
1992 Lemnos Drive
Costa Mesa, CA 92626

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

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SBE LIMITED

September 1984

Dear Maine Librarian:

I have been hired by the Maine State Library to study the potential of library automation in Maine. This study is basically divided into three parts: a two day workshop on September 18 and 19 in Augusta with the first day devoted to a review of the state-of-the-art of library automation and the second day a presentation of testimony by Maine librarians, a study of current automation in Maine libraries, and a recommendations for future Maine library automation. Your assistance is needed to make this study a practical one, one which is rooted in the realities of library activities in Maine.

You have already been invited by the State Library to the workshop; I also hope that you will be able to attend since I would like to hear from as many Maine librarians as possible. I would like to know of your expectations for the workshop, your specific questions and concerns. Please convey this information to: Susan Baerg Epstein, c/o Don Wismer, Maine State Library, State House Station 64, Augusta, ME 04333 by September 17. I also need to know about your needs and desires in the area of technology. There are three methods for providing me with this information: an oral presentation on September 19, written testimony presented at the September 19 workshop, and written testimony sent to me at my office by October 8. (I will be in Maine the week of October 15, and would like to use the testimony to make the best use of my time.) The written testimony should be somewhat formal since it will be included in the study report. You may also convey your ideas and concerns to me informally by writing on the back of this letter or sending a short note. These communications will be tabulated and used for background, but not included as formal testimony. Remember to identify your library when writing.

Among the things I would like to know:

What are your needs (desires) in the area of technology?
What automation and/or technologies are you using now or in the near future?
What is your expected level of involvement in statewide automation?
What libraries or types of libraries do you think should be automated?
How should this use of technology be funded?
What functions should be automated? Union catalog of books? serials? On paper, microfiche, online? Reference database searching? Electronic mail? Automated cataloging or acquisitions? Circulation? Internal library office functions? Anything else?
What changes do you expect or want to see in your library?

I hope to hear from you. I look forward to working with the librarians of Maine and expect to see many of you on September 18 and 19.

Sincerely,

Susan Baerg Epstein

Library Automation and Management Consulting

Susan Baerg Epstein Limited

1992 Lemnos
Costa Mesa
California, 92626
(714) 754-1689

Comments were received from:

Auburn Public Library, Nann Blaine Hilyard, Director
Bangor Public Library, Robert C. Woodward, Director
Bethel Library, Virginia D. Keniston, Librarian
Central Maine Medical Center, Ann McKay, Staff Librarian
Central Maine Medical Center, Debi Warner, Reference Librarian
Evelyn E. Dearborn, Folger Library, University of Maine, Orono
Eastern Maine Medical Center, Suellen Jagels, Library Director
Farmington Public Library, Jeanne L. Sawyer
Governments Documents Section, Maine Library Association,
Francis R. Wihbey
Richard Harvey
Jackson Laboratory, Alison Baker, Librarian
Kennebunk Free Library, Barbara E. Emery, Director
Lisbon Falls Community Library, Linda Stanton, Librarian
Maine Maritime Academy
Maine Medical Center, Rose Thompson, Librarian-Technical Services
Maine State Library, Handicapped Services, Louise Hinkley
Maplewood Elementary School Library, Martha LaPointe
Marine Resources Laboratory, Pamela Shephard-Lupo, Librarian
Marshwood High School, Rosemary C. Swan, Librarian
Mercy Hospital, Mary Anne Toner
Northern Maine Voc. Tech. Institute, Margaret H. Coffin, Librarian
Northwood Institute, Margaret Chase Smith Library Center,
James C. MacCampbell, Director
Paris Hill Library Association, Ursula L. Swift, Librarian
Penobscot Bay Medical Center, Nancy Greenier
Portland School of Art Library, Joanne Waxman, Librarian
Redington-Fairview General Hospital, Bonnie Drew, Health Science
Librarian
Rumford Public Library, Karl Aromaa, Librarian

Small Public Library Association, Claire Lambert, President, Martha B. Pawie, Secretary

South China Public Library, Evelyn J. Wicke

Southern Maine Vocational Technical Institute, Don Bertsch, SMVTI Librarian

Stephens Memorial Hospital, Katherine J. Hunt, Library Supervisor

Sunrise Research Institute, John Bodger, Secretary

Thomas College Library, Richard A. Boudreau, Librarian

University of Maine

University of Maine at Presque Isle, Anna Mcgrath, Chief of Technical Services for the Library Staff

Veterans Administration, Melda W. Page, Chief, Library Service

Walker Memorial Library, Carolyn Watkins, Director

Washburn Memorial Library, Barbara Porter, Librarian

Whitneyville Library Association, John C. Bodger, Librarian

Auburn Public Library

49 SPRING STREET AUBURN, MAINE 04210 PHONE (207) 782-3191 / 784-7803

Nonn Blaine Hilyard
Director

Ralph H. Tuttle
President

Millard C. Stevens
Treasurer

September 12, 1984

Susan Baerg Epstein
c/o Don Wismer
Maine State Library

Dear Ms. Epstein:

In response to your letter requesting information about our needs/wants/wildest dreams for library automation, my suggestions:

At the present time the Auburn Public Library, which has no in-house automation, most needs a resource-sharing system. Such a system could be either (preferably both) national--a direct connection between APL and a bibliographic utility (e.g. OCLC) for interlibrary loan and cataloging-- (we have OCLC access through the State Library but that's third-party and is much slower than in-house)--or local: online connection to the Lewiston Public Library (and to a lesser extent the local high school libraries). Since APL and LPL extend reciprocal borrowing privileges there is much interlibrary referral and it would be so much easier to staff and patrons if by looking up a given subject the search would reveal books owned by both libraries.

A union catalog between the two libraries would give rise, logically, to a shared circulation system. Not only would we know what the library owned, we could determine whether the item was checked out; we could also have an immediate cross-check of library registrations to prevent users with large fines or overdue books from checking out materials at the other library until the debt was satisfied.

The state library's card service is assisting us to a limited extent with cataloging but we need assistance in order to implement a full-scale retrospective conversion. A statewide automation system that would supply the hardware and software for individual libraries to do this would be helpful. It would be much more convenient for a recon project to be carried out locally. The library staff could work at their own pace and provide more easily for local variations rather than relaying such information to a remote processing center.

The Auburn library would like very much to offer its patrons access to databases with computer-assisted searches--again, we would prefer to do so locally rather than go through the state library.

There are many ways we can use automation for our internal operations and more applications become apparent every week: word processing,

file management, and spreadsheets. I don't think these applications are dependent on a statewide plan nor should they be--individual libraries' needs would vary too widely. (In many towns it would be more logical to have a system for internal operations compatible with the municipal computer system, rather than with the state library's.)

We'd also like to provide microcomputers for our patrons. At this time the library's physical arrangement is not conducive to such an installation. Again, I don't think this application would belong in a statewide plan because of local preferences.

I think the statewide plan should include all libraries in the state--public (all sizes), academic, school, and special. Materials cost too much to duplicate needlessly and all libraries in a given community or region (if not the entire state) could benefit from knowing the holdings of their fellow institutions.

My concern for the statewide automation plan is that if a single integrated system is proposed for the entire state one library or a group of libraries will decide not to go along with the statewide plan and thus cause a break in the information chain the single system would set up. However, if a statewide plan proposes that systems be set up on a local basis we run the risk of having little or no coordination between libraries--in essence continuing our present system with quickly-computing machinery doing the everyday routines.

I would suggest that funding for a statewide system be a combination from state, federal, and local sources. If a system is completely dependent on state funds there is less opportunity for the exercise of local autonomy (which may be good or bad--or be sometimes one and sometimes the other); if a system is completely dependent on local funds there are many, many communities where there will never be any automation.

I appreciate your allowing the opportunity for me to express my library's automation needs and my concerns for the statewide system. I look forward to meeting you next week and of course to your report!

Very truly yours,

Nann Blaine Hilyard

Nann Blaine Hilyard
Director
Member of the Automation Committee

BANGOR PUBLIC LIBRARY
145 HARLOW STREET, BANGOR, MAINE 04401-TELEPHONE (207) 947-8336

Robert C. Woodward, Director

October 15, 1984

TO: Susan Baerg Epstein

FROM: Robert Woodward

RE: Statewide Automation

As we consider the future of library automation in Maine, I hope we will relate it to the success of our ten year-old effort in sharing Maine's library resources through our regional library systems.

ITEM: The OCLC-NELINET statistics show that for the last twelve months the public libraries in Bangor and Portland, along with the Maine State Library, did over fifty per cent of all the interlibrary loan searches done on-line last year by all the public libraries in New England. Most of these searches were done for third parties-- for school and public libraries in Maine. This high level of use follows from the fact that ours is the only New England state where all the major college and public libraries are on OCLC. This has been the case since 1974.

ITEM: More than 40,000 books and photocopied articles are mailed by the three ARRCs in Maine each year. This is the heaviest per capita interlibrary loan activity of any state in New England. Bangor mails over 20,000 items each year; no other library in New England, so far as I can tell, mails as many. One of the reasons for this high level of use is the fact that Maine was one of the first states to plug school libraries into the statewide network.

Our present system is remarkable for its efficiency and its low cost. It demonstrates that there is in Maine a willingness to share resources and to utilize the advantages of new technologies. Our success is the result of sone conscious--and some unconscious--decisions based on the distribution of resources in Maine.

ITEM: Nearly 225,000 Maine residents live in towns with no public library. Another 135,000 live in towns under 2,500 in population. 165,000 live in towns with populations between 2,500 and 5,000. This means that nearly 500,000 people, nearly half the state's population, live in towns without public library service or with very limited service in many cases.

How do we plan for automation in a way which will widen and improve access for the nearly 500,000 to the resources of Maine's larger libraries? This was our problem when we set up our regional library systems and it remains to be dealt with today in any planning for statewide automation.

For instance, there are discussions about the benefits which can accrue when libraries in a local area go on-line with others in the local cluster. Will small libraries in the area, not on-line as part of the cluster, be able to plug in to the statewide network? If not, where will the library representing some of the 500,000 find access?

At present, any library--no matter how small--can plug in to the statewide network by phone or mail. Some small libraries access the network several times a day--hence the high level of interlibrary loan activity in Maine to which we point with such pride. How do we maintain this level--and this ease of access--with automation?

Dear Susan Baerg Epstein,

In the small library such as Bethel Library there really is no need for automation. At least we are happy as we are at present.

We are using the 800 number to keep in touch with state library which is very helpful.

I'm sure the larger library should be automated as they do things on such a large scale.

I really don't expect to have changes such as automation in Bethel Library. The population is less than 3000. Small libraries really don't need this.

Sincerely,

Virginia D Kenistor
Librarian
Bethel Library
Bethel, Maine
04217

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CENTRAL MAINE MEDICAL CENTER

CM/MC

LEWISTON, MAINE 04240 — TELEPHONE 207 795-0111

October 2, 1984

Ms. Susan Baerg Epstein
1991 Lemnos
Costa Mesa, CA 92626

Dear Ms. Epstein:

I am a member of HSLIC (Health Science Library & Information Cooperative of Maine), the state's medical library group. I am looking forward to attending HSLIC's session with you on library automation on Friday, October 19, 1984.

I will tell you a little bit about the Library. Central Maine Medical Center is one of the larger hospitals in Maine (about 250 beds - small anywhere else in the U.S.!), and serves a wide geographical area. The Library has a staff of seven, including the Director, two Staff Librarians, and a Circuit Rider Librarian. The Circuit Rider Librarian Program was implemented under a three-year NLM grant and is now supported by six smaller hospitals which contract for consultation and computer search services. We have a book collection of about 1700 volumes and subscribe to about 450 journals.

As far as technology goes, we own two Texas Instruments terminals (silent 700's) which we have been using since 1977 for MEDLARS searching. These are particularly handy for the Circuit Rider Librarian because the terminal is so portable. She takes one with her on her periodic visits to the contracting hospitals, hooks it up to a phone, and does on-site reference searching. Here at the CMMC Library, we have recently acquired an IBM PC/XT (hard disk drive), with a Hayes Smartmodem and Okidata printer. We are currently doing almost all of our in-house searching on the microcomputer. We use MEDLARS, Dialog and BRS. We are just starting to use the micro for other applications, including inter-library loans (FILLS Program) and serials.

We contribute to several databases, including MARCIVE, the Maine Union List of Serials, and UCMP (Union Catalog of Medical Publications, New York Academy of Medicine). We make regular use of the OCLC system, via the Maine State Library, for book locations. I occasionally ask the cataloger at Bates College to consult OCLC, too, when I am stumped about cataloging for non-medical books. We could certainly use OCLC here, but it is just too expensive to start up for just our institution. We have talked with area libraries (one other hospital library and two public libraries) about sharing time with Bates College on their OCLC terminals, but Bates has so much in-house use on their own that the arrangement did not seem plausible. We hope to put all of our serials information, which is now stored in a Kardex file, on the micro and be able to print out lists of specific groups of titles (e.g., titles entered in the Maine Union List of Serials, titles entered in UCMP). Since we contribute to MARCIVE, we would like to see all HSLIC libraries do the same and have a COM catalog of books produced and updated regularly. It would be nice to have access to the book holdings of all Maine libraries, but a HSLIC-only union catalog would suffice.

"AN EQUAL OPPORTUNITY EMPLOYER"

This hospital has a progressive view of library service and has been supportive in funding computer hardware, software, and search services. With hospital cost control going the way it has been, however, we don't know how long this trend will continue. The hospital currently subsidizes all library services (including search fees, photocopying and ILL's) for medical staff members and employees. If this were cut back, we could start charging for searches. This would not be enough to update the hardware, however. I really don't know what the best source of funding for library technology is.

HSLIC would like to see a better union list of serials in the state. Ideally, this project would have a full-time coordinator who could set up and maintain the project with better quality control than is now apparent with the Maine Union List of Serials (MULS). The union list is currently produced at our state university and worked on part-time by someone with another job. This leaves MULS contributors feeling helplessly isolated from their own data. We have had a hard time to obtain a listing of HSLIC holdings before. The format and frequency of the list are determined by another group (the "Larger Libraries" group, an informal cooperative of academic libraries). We need to have more say in the production of MULS.

The changes we expect to see in our library involve the automation of our serials, ILL's, circulation statistics, and other library office functions. One idea for the future would be a microcomputer for public access. We hope to see more cooperative ventures among libraries such as COM catalogs of books and serial holdings, and electronic mail. I hope the Maine State Library's automation project will bring us all closer to a realization of that hope.

Looking forward to meeting you October 19.

Sincerely,

Ann McKay

(Miss) Ann McKay
Staff Librarian, CMMC

AM:cbc

CENTRAL MAINE MEDICAL CENTER

CM/MC

LEWISTON, MAINE 04240 — TELEPHONE 207 795-0111

Library
October 22, 1984

Ms. Susan Epstein
1991 Lemnos
Costa Mesa, CA 92626

Dear Susan,

First, I want to thank you for coming to CMMC to meet with the MaineOn executive board. Melda Page telephoned me the next morning to check on the remainder of our discussion and mentioned that our concern for telecommunications was unique in the meetings that she had attended.

One of the things that we talked about was the concept of rescheduling library staff who are using telecommunications to times of the day when that communication is most effective. It occurred to me that there may be an extention of that to effect all library staffing patterns if we all go "online" in some way. Perhaps the public libraries, but definitely the school libraries, may be affected by this trend which has already hit the special and academic libraries.

When we were discussing something on copyright, you called something "comparatively illegal." This brings up the whole grey area of the copyright law and leaves numerous unanswered questions. One that we've discussed here is: If we use our micro to download a search and then send it electronically to another library for a fee, we are violating copyright. However, we have been doing this in paper form for some time though our circuit rider program. What makes one use "more illegal" than another, and how do you draw the line?

The third question that I had in my notes concerns the acquisition of mini-computer systems in parent institutions of many special libraries. We at CMMC may have the capability of up-loading the catalog and circulation records onto the hospital's mini. Where would this put us in terms of capability with the state-wide system? I believe the hospital's system will be an IBM 38 and that Library software is available. If we use full MARC format, will we be accelerating/hindering future statewide automation.

Again, on behalf of MaineOn, thank you for answering our questions.

Sincerely,

Debi

Debi Warner
Reference Librarian

"AN EQUAL OPPORTUNITY EMPLOYER"

UNOFFICIAL STATEMENT
REGARDING AUTOMATION
IN MAINE

Since I am not the library director I can not give an official statement from Fogler Library, University of Maine, Orono.

Unofficially, as a librarian who has been involved with OCLC and in attempts to get an on-line catalog for Fogler Library since 1979, I feel it is exciting that at last the whole state is talking together about automation. I appreciate an opportunity to give you my thoughts.

What are your needs (desires) in the area of technology?

I feel that we need an on-line catalog, which will include circulation components, statistics-gathering components, inter-library loan components, and acquisition components.

Most important, I feel that whatever is done in the way of automation, that all systems used within the state should be compatable so that we can, through some mechanism have the availability of all resources within the state.

What automation and/or technologies are you using now or in the near future?

Automation and technologies now used at Fogler:

Catalog Dept. & Interlibrary Loan	--	OCLC
Reference Dept.	--	Reference data base searching
In-house systems for	--	Periodical print-outs Music Listening Center Catalog Acquisitions files Maine Union List

All these give paper print-outs or microfiche - they are not on-line.

What is your expected level of involvement in statewide automation?

This is a policy question which only the library and/or University administration can answer.

What libraries or types of libraries do you think should be automated?

Eventually maybe all libraries should be automated, but at the beginning the academic libraries, large and medium sized, public libraries, special libraries, and of course the Maine State Library should be automated. If the University System automates as a unit perhaps the other libraries might automate as a unit with both groups having compatable systems. The small public libraries at first might have access to the system, but not input their own holdings until a later date.

How should this use of technology be funded?

There is no way that libraries can pay for the initial preparation and installation of on-line catalogs and their component parts. In my opinion the state has to be willing to support it or it cannot work. There may be grant money some place to do this; if so, that would be terrific but we have not found it yet. After the systems are operable, it is my feeling that budgets should be set up to include them in an on-going process just as regular budgets have supported manual library operations. Librarians and the public, and legislators should understand what most systems have discovered, that automation will not save a lot of money, but that it will allow libraries to do much more and much better job with the same resources.

What functions should be automated? Union catalog of books? Serials? On paper, microfiche, online? Reference database searching? Electronic mail? Automated cataloging or acquisitions? Circulation? Internal library office functions? Anything else?

Union catalog of books? - Yes, perhaps in a two-step process. First within your own system and then second to rest of the state serials - Yes - again maybe in a two-part compatable process.

On-line? - Yes, at this point in time nothing else makes sense.

Reference database searching? - Yes.

Electronic mail? - This may be less important than some other features.

Automated cataloging, circulation, and acquisitions? - Yes.

Internal library office functions? - Yes.

What changes do you expect or want to see in your library?

Automated catalog and circulation system.

Evelyn E. Dearborn
Fogler Library
University of Maine, Orono

EASTERN MAINE MEDICAL CENTER
489 STATE STREET BANGOR, MAINE 04401-6674
TEL. (207) 947-3711

October 4, 1984

Susan Baerg Epstein
1992 Lemnos
Costa Mesa, California 92626

Dear Ms. Epstein,

This is an informal communication in response to your September, 1984, communique to Maine Librarians concerning the potential of library automation in Maine.

1. Our Capabilities

We are a large medical center and our library currently has two "dumb" terminals which we use to access various database vendors (MEDLARS, BRS, Dialog). We have access to a few microcomputers and can do some office functions with the software we now possess.

2. Our Needs

We would like very much to have access to an electronic mail system, particularly if it allowed us to tap into an interlibrary loan network. Given the low density of libraries in the state, electronic mail might cut down the time required to bridge the gaps.

Our other big desire is to have automated access to a statewide Union catalog. An online catalog is preferable but a microfiche COM catalog would be acceptable.

3. Other Thoughts

Believe all sizes and types of libraries in the state need automation, especially electronic mail.

Would like to see state funding and leadership in the development of a union catalog of books.

Believe the existing Union List of Serials (MULS) should include all libraries in the state.

Sincerely,

Sue Jagels

Suellen Jagels, Library Director
Health Sciences Library

SJ:cw

Does the cluster concept work like a hen and her chicks? We are already a mini-resource library for a radius of 15 miles or so (more, in some directions), and those small libraries and non-resident borrowers are important parts of our service concept. They cannot possibly individually sustain automation costs and our budget is insufficient, too, but it seems likely that consideration on this theme would be an efficient way to extend this service.

Jeanne L. Sawyer
Farmington Public Library
Farmington ME 04938

Is there any possibility of cooperative purchasing to reduce unit costs to libraries — especially the small to medium ones?

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September 17, 1984

To: Susan Baerg Epstein, SBE Limited, Consultant to the Maine State Library
From: Francis R. Whbey, Planning Committee, Government Documents Section, Maine Library Association
Re: Records for U.S. federal government documents in automated library catalogs in Maine

Given that the online environment will differ in capability and in users' applications from the card catalog environment, libraries will choose to organize differently, handle workflow differently, and change the kind of bibliographic services they offer the user, in the online era.

A case in point is the present treatment of U.S. federal government documents. Many libraries in Maine are fully cataloging only a portion, or in the case of my library --almost none, of their documents. The cost of treating documents in a card catalog environment is too high.

However, machine-readable records are available for all depository documents and for many non-depository documents, as well. The Government Printing Office inputs MARC records into OCLC for every document registered in the Monthly Catalog since July, 1976. Although libraries chose not to include documents in their data base in the era of card catalogs, I urge them to reconsider the value and cost of doing so as they plan online catalogs.

When online catalogs are in place, the libraries can purchase GPO tapes on a subscription basis and use batch input to add the records for their documents in the library database. This would require some programming time, but very little subsequent keyboard entry. For this reason libraries should at least question prospective vendors about the facility of their system for adding records on tape.

Another reason to consider a change in treatment of government documents is the potential impact of online catalogs on users' search habits. It is now widely known that when libraries "freeze" their card catalog as of a certain date and offer online access to records added to the library data base after that date, users will to some degree ignore the card catalog. The reason? Because there are two places to check.

Given that libraries are now relying partly or totally on a book catalog for access to their U.S. federal documents, and that the future library would therefore require three places to check, what are the chances that users will do so? That is to say they would need to check the online catalog, the frozen card catalog, and the Monthly Catalog, for a thorough search.

There is also an interest, in Maine, in including government documents in union lists for the state. The recent Maine State Plan for Federal Document Depository System calls for the compilation of a union list of documents, by depository item number. The Government Documents Section of the Maine Library Association has made an effort to spur addition of more government serial titles to the Maine Union List of Serials. Both of these goals have implications for state-wide plans for automation and should be given consideration in building holdings records in any shared system. Perhaps the online catalog can accomplish these goals more completely and cheaply than the present methods can.

Finally, libraries should consider the value of highlighting their documents collection by deliberate inclusion in the online catalog. Documents reference service is a labor-intensive activity. The online search programs built into today's systems would increase the reference value of the documents collections manyfold, and enable users to accomplish more for themselves, than is possible today.

In support of these statements I wish to present the following items of fact:

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Item: The Area Reference Centers (ARC's) for Maine's three library districts are all GPO depositories: Bangor Public Library, Maine State Library, and Maine State Library.

Item: GPO's MARC record data base is searchable on the commercial search systems, BRS and DIALOG, at the cheapest rate going: 26¢ to 30¢ a minute. Ironically this is still considered too expensive for casual use by libraries and their patrons. So this valuable reference tool is virtually ignored by Maine libraries -- pending a cheaper way to search the data base, either through some future plan of GPO, or through inclusion of federal documents on in-house online systems with sophisticated search programs.

Item: Holdings of the state's twelve federal document depositories number about 2.5 million documents, with perhaps as high as 40% of this total non-duplicative.

The above statements do not necessarily reflect the opinions of the Libraries of the University of Maine at Orono, but are my views as an individual government documents librarian, and member of the Planning Committee, Government Documents Section, Maine Library Association.

Francis R. Wihbey
Head, Government Documents Department
(Tri-State Regional Document Depository)
Raymond H. Fogler Library
University of Maine at Orono
Orono, Maine 04469

Frank Wihbey

Comments on Library Automation in Maine

I do not have much knowledge of library automation in general and even less on how it can be applied to Maine. I am sorry I cannot attend the Workshop on September 18 and 19th to find out more about this field; however, I would like to make some general comments which would apply to any system developed for Maine and some specific comments concerning a small, specialized area of information automation in which I am working.

Maine, like Alaska, is a rural state with a widely scattered population. It needs good library and information services just because of this rural isolation, but this large area and small population make such services all the more difficult to deliver. Alaska has a very progressive library system, but Maine, unlike Alaska, is very poor. In fact by some standards it is the poorest state in the nation. Any system designed for Maine will have to address the needs of a scattered population with very little money to spend. I think this is possible if one uses Maine manpower instead of going outside the State for high priced vendors to do all the work, if one uses or develops technology suitable for third world countries rather than trying to emulate the super systems of Texas and California, and if one bases any system on services to consumers rather than on catering solely to the library administrators.

Having said this I would like to move into an area which can cost a lot of money, demand high technology, and which may at present not be perceived as of any value to library patrons. This is an area in which the library is no longer a passive archive for books but is an active provider of information services. The two specific types of services in this area I wish to address are automated reference systems and on-line data bases.

Right now we are in the process of developing an automated reference system on Maine's natural resources. This is a joint project of the Maine State Library, the Maine State Planning Office, and the University of Southern Maine's Center for Research and Advanced Study. Even though the seeds for this project were planted in the mid-seventies, it is only in the past year and a half that we have begun to make any rapid forward progress, and this is almost entirely due to changes in technology -- or more specifically, to the costs of technology.

Our first great step forward came with the revolution in computer chips. This allowed us to enter data and perhaps potentially process it on a machine which we could *control* and which we could *afford to operate*. Although this revolution is quickly fading into the mists of high-tech history, I still vividly remember the insurmountable problems in working on a mainframe computer with the large amounts of textural information demanded in library applications. Even with the problems of cost and the problems of large storage requirements set aside, however, there still remained the less concrete but no less real problems of control. Because we did not control the tools, they controlled us. We had to take what we got and be happy with it, but what we got was in no way sufficient to build the base for an ongoing system. Fifty pages would not suffice to detail the myriad problems encountered with the old large scale technology. I will forego the fifty pages, but I do so with a caution. It is only the people who have had experience with these systems in library applications or who are willing to be guided through the insurmountable problems who can understand why one should avoid such systems.

Our second great step forward came with the revolution in computer programs.

3 Fern Circle
Scarborough, Maine 04074
September 9, 1984

Don Wismer
Maine State Library
State House Station 64
Augusta, Maine 04333

Don:

Enclosed are my comments on the Library Automation Project and how an automated bibliography such as the Maine Index of Natural Resources could fit in with any future development work. The time for comments is getting short, and I had to go ahead and write something down rather than wait any longer for the descriptive information you are sending down. For this reason I do not really understand the Project, and therefore my comments are undoubtedly way off base. If you want to make any changes, please go ahead -- or if you want me to make any changes, let me know so that I can rewrite the comments and get them in on time.

Sincerely,

rick

Richard Harvey

This revolution followed that of chip technology, but it was only when it started to happen that the chip revolution could assume any real importance. The programs in which we were particularly interested included communications (so that we could use the statewide network currently established for the University computer system), word processing (for data entry), and bibliographic retrieval (to search our files). Here again cost was a very important factor. Where once a mainframe program might cost anywhere from $3000 to $50,000, now we could get programs for $500 to $900. But just as important, these programs were often better than their mainframe counterparts. Rather than detail our ten year review of bibliographic retrieval programs, I will simply warn that one should beware of high cost programs. We have run across several programs that pretend to tailor themselves to the specialized area of library applications and thus cost four to five times more than generalized programs that will perform many more functions with fewer data entry constraints.

We have not yet been able to take our third great step forward. The mass storage revolution is on the horizon, and until it happens we will not be able to set up our data base as an on-line interactive system. This is the last revolution in the three stage process of making computer power accessible to those with large volume storage requirements but little money. For library applications I consider it just as important as the first two. Because we all know this technology will be available in a few months - and with increasing storage volumes at ever lower costs to follow within the next year to two years - I feel it is foolhardy to invest in hard disk technology - especially a fixed hard disk. It is rather like investing in an adding machine for $1000 shortly before the advent of calculators and finding two months later that the price had fallen to $50 (and the calculators were more versatile). When the revolution comes, it will be possible to put whole volumes - not just data bases - on interchangeable disks and circulate them among libraries. The problem here will be setting a standard for compatibility.

So in spite of the fact that we have been operating in a high technology area, our experience indicates that one can wait for the revolutions in technology to provide low cost alternatives and at the same time give one more control over the machinery. To some extent we are still waiting for the mass storage revolution; but while waiting, we are continuing to build our bibliographic base. Therefore we wish to ask that this element be considered in any plan for automating Maine libraries. In addition, we are looking for other machine-readable bibliographies bearing on Maine. We hope to store these on tape until they can be transferred to whatever mass storage disks finally become the standard.

We would also eventually like to move into the area of data base storage and manipulation. By "data" I mean numerical information; this includes census data, environmental data on land, water, and air quality, biological data on forests and marine resources, and so on. There are hundreds of publicly available data bases; but because they are located at sites far removed from Maine, they are difficult to identify, costly to access, and hard to manipulate. We would like to start with some high priority public data files, get them transferred to a mass storage disk, and experiment with programming them. Then the task would be to provide users with access either through the data base manager/librarian acting as intermediary or directly by providing user manuals and tutorial support. This is of course in the future; however, we wish to mention it with the idea that options for data base access be kept open.

With information stored electronically the problem Maine will face is how to

provide access to it. In contrast to printed reference works which do not circulate outside the library, the task will be to make electronic information as accessible to users as possible -- no matter where it is stored and no matter where the users are located. Several models present themselves:

(1) a user writes or telephones questions to a computer information center and receives a printout by mail several days later (interlibrary loan model);
(2) a user has a remote terminal connected to the computer information center in order to make queries but must wait for a computer printout in the mail (dumb terminal model);
(3) a user has a remote computer from which one can upload and download data from the computer information center (smart terminal model);
(4) a user can operate a computer at the local library and access the information on its mass storage device (full access model).

One hopes there are other models as well, because there are certainly enough problems with each of these. The full access model can only be developed with new mass storage technology, the terminal models require high cost telephone lines, and the interlibrary loan model gives the user no interactive capability. Perhaps the best that Maine could aim for is some sort of phased combination. For example, it might be desirable to start out by experimenting with a terminal model between several high use points such as Orono, Augusta, and Portland. This service could then be extended to other, somewhat lower priority points. As soon as feasible several full access computers could be set up, again at Orono, Augusta, and Portland. Thus the access technology could be propagated in waves from the three central hubs as continuing low cost improvements come along.

Perhaps what Maine really needs most is an automated system for circulating blue movie videotapes and gothic romance novels. I realize the demand for non-fiction material may be low to non-existent - especially for the esoteric information with which I am concerned. For this reason I cannot plead vehemently for building any kind of system around my concerns. Rather I am asking that an option be kept open for possible future expansion in the areas I have outlined. And I am arguing that any system be developed slowly, cautiously, and with an eye on economics at all times. Many of the most successful public endeavors in Maine have progressed slowly one step at a time and built upon a series of small accomplishments. On the other hand, any Augusta-watcher can bear witness to a series of grandiose plans that have come and much more quickly gone over the years.

Richard Harvey
3 Fern Circle
Scarborough
Maine 04074

THE JACKSON LABORATORY / BAR HARBOR, MAINE
TEL. 207-288-3[illegible] 04609

October 1, 1984

Susan Baerg Epstein
1992 Lemnos
Costa Mesa, California 92626

Dear Ms. Epstein,

I am very interested in discussing library automation in Maine and will be attending your meeting with HSLIC members on Friday, October 19. This is just my second week at the Jackson Laboratory, so I am certain of only two things: we are interested in automating, and we will be starting from scratch!

We are interested in participating in an online union catalog of books. The Regional Medical Library in Region 3 has been working with a prototype union catalog which the University of Chicago Library (where I formerly worked) accessed almost every day for reference, interlibrary loan, and cataloging information. It seems to work well there and would be equally valuable here.

Our library will be changing from the Boston Medical Library classification system to the NLM system, and we hope in the near future to implement an internal online catalog of some sort, although we have not looked closely at this yet. I have not investigated funding possibilities yet, but the availability of grant or state funds might be helpful in our internal proposal and planning procedures.

At present we have a dumb terminal which we use for online reference services. We will be considering the use of a microcomputer, both for online searching and for inhouse library functions.

In short, it looks as if the state automation project may coincide nicely with the changes we hope to see in our library! We would like very much to be involved and to share our resources with the rest of the state.

I look forward to meeting with you.

Sincerely,

Alison Baker

Alison Baker
Librarian
The Joan Staats Library

Founded 1929 in Memory of Roscoe B. Jackson

KENNEBUNK FREE LIBRARY
KENNEBUNK, MAINE
04043

September 15, 1984

Susan Baerg Epstein
c/o Don Wisner
Maine State Library
Augusta, Maine

Dear Susan:

Thank you for your letter of September.

Briefly put, our needs in the area of technology would center, for the most part, in the line of hooking up to a network that would provide access to some kind of union catalog of books; a network that would hook our Library up to others in the State.

As of now, our Library is small and has no automation. We do have a computer which is available to the public, at present, and which, in the future, we plan to use for Library practices.

We feel that most libraries should be automated in the future, and would hope that our Library would be as automated as possible, compatible with funding provided.

Very truly yours,

Barbara E. Emery

(Mrs.) Barbara E. Emery
DIRECTOR

Lisbon Falls Community Library

28 MAIN STREET
LISBON FALLS, MAINE 04252
PHONE 207-353-6564

Debbie Meroff
Librarian

Susan Baerg Epstein
c/o Gary Nichols
State Library
State House Station 64
Augusta, Maine 04333

Dear Ms. Epstein,

I am director at a small/medium public library in a commuter town of 9-10,000. Lisbon Falls is within an easy drive of Lewiston/Auburn and Bath/Brunswick. It is also within commuting distance of both Augusta and Portland (30 miles). Lewiston and Brunswick are both local telephone calls. We are therefore not as isolated as some other towns this size in Maine. On the other hand many of our residents are accustomed to going out of town for goods and services and have low expectations of services offered in town (including library services!)

We are located on the main street in an antiquated, energy-inefficient, town-owned building which was originally built as a grocery store. Climate control sufficient for computer hardware is an obstacle. We have made some attempts at air-conditioning and dehumidification but these have been less than adequate. The Library is not a town department but does receive almost all its funds from the Town and operates in a building that is controlled and maintained by the Town apart from the Library budget.

Our most pressing needs in the automation area are improved interlibrary loan and reference back-up. I have seen much improvement in the interlibrary loan provided through the District system at the State Library in the two years I have been here. (We are members of the Central Maine Library District.) We use both Lewiston and Auburn Public Libraries as fiction resources but requests are done blindly. It would be very helpful for us to be able to do our own searching (as outlined at the September 19 forum). We are currently filling about 400 requests yearly. The demand for interlibrary loan service is increasing at a higher rate than the demand for any of our other services. The great majority of our inter-library loan requests are for specific titles and are unrelated to academic assignments.

Lisbon Falls Community Library

28 MAIN STREET
LISBON FALLS, MAINE 04252
PHONE 207-353-6564

Debbie Meroff
Librarian

September 26, 1984
(2)

Reference back-up, such as access to one of the generalized databases such as BRS would not be feasible for us on our own but if it was done cooperatively it would be a great boon. Our reference collection is small and we have severe space limitations in our current building. Our entire materials budget is $7000 for fiscal year 1984-85.

Circulation and on-line catalogs are secondary concerns. Our current circulation is approximately 30,000 annually. We are receiving all new cataloging from the Maine Card Service Agency and are pleased with the system.

I hope this has been helpful in some small way.

Very truly yours,
Linda Stanton
Linda Stanton
Librarian

Maine Maritime Academy, established in 1941, is a post-secondary institution loosely grouped with other academic institutions which fit neither the Larger Libraries of Maine group nor the University of Maine system. The group consists of both public and private, small to medium-sized, fairly young institutions with a curriculum focused on a particular occupational area. A few examples are the business-oriented colleges like Husson (emphasis, accounting) and Thomas (emphasis, computers); the vocational-technical institutes or VTI's (applied technology); College of the Atlantic (environmental studies); Unity (outdoor recreation and forest technology); and Maine Maritime Academy (shipping). Because of institutional focus, libraries in this group have unique materials which, because of isolation, are not easily identified by researchers from outside each institution. Resource sharing is possible among those few who are OCLC participants.

Along with having a focused curriculum, Maine Maritime Academy is an accredited four-year college. It has also begun, this year, a graduate program in shipping management. These three influences require us to have a library collection of a scope well beyond nautical science and marine engineering. The people of Maine could benefit from this valuable resource if they knew of our holdings through their local libraries and could borrow through interlibrary loan, just as is now possible for anyone anywhere in the country whose library is an OCLC participant. Or they could come in.

The public from the immediate community, the surrounding area, and in state who take the trouble to come in person to us get borrowing privileges by simply giving us name, mailing address, and telephone number. We do not belong to Mainecard. We loan by mail to individuals only through interlibrary loan.

Some problems. The books which are unique and offer the greatest value in resource sharing are probably those relating to shipping and, because of our focus, most needed on-site. Oddly, the books requested most from us are ones of current, topical interest and fiction. As OCLC interlibrary loan participants we are net lenders: this past year we asked for 274 items while filling 1259 requests from others.

Maine Maritime Academy 's library wants to be included in plans and solutions for statewide library automation. The problems touched upon above must be acknowledged to be dealt with. It is easy to see how we got to be net lenders--with around 650 students and a focused curriculum--but it is not easy being one. The costs. Some accommodation to the likes of us, who are bound to be numerous if a cooperative, automated network of multitype libraries is settled upon, must be made. Perhaps some state funding formula and borrower activity fee. In our case, if our interlibrary loan activity were primarily in-state, the imbalance might become less pronounced. Further, as our curriculum expands with new minor programs and the depth increases with the graduate program, we foresee more benefit coming to us from resource sharing and less imbalance. One other minor problem: 1000 books from our collection go to sea annually in the ship's library for the two-month cruise and are out of circulation for a full three months, what with gathering, packing, and unpacking. This special requirement does not mesh well with cooperative acquisitions networking.

Maine Maritime Academy's library does not want to be left out. Neither do we want to exclude ourselves by being incompatible. As noted, we participate in OCLC--for cataloging and interlibrary loan. One of our two OCLC terminals is the M300, a modified IBM PC, which will also be used for online bibliographic searching, come spring. Our hardware is mostly IBM. We have two expanded

IBM XT's and an IBM System 34 minicomputer. With the XT's we use LOTUS 1-2-3 for payroll and scheduling the 15-18 student-workers, as well as for budget control and analysis. We have been trying out INMAGIC for AV inventory and control and for serials control. We plan to use INMAGIC for circulation and acquisitions once we have the catalog online; the XT's are connected to the 34.

We have begun designing our online catalog. We know that we are doing this backwards, having the equipment first and in our case finding no appropriate software out there. The Academy gave us the 34 and an air-conditioned room behind circulation for it. The data processing manager for the Academy is helping us develop the catalog and online system. We are using MARC formatted records. Retrospective conversion was completed last year. Our OCLC transaction tapes from February 1974 through December 1983 have been extracted by AMIGOS, with AACRII resolution, printing of duplicate records, and conversion from ASCII to EBCDIC accomplished. An additional half-time staff person was hired for a year to move into various areas to help relieve pressures as the project's concentration changes.

A fear is to have developed an incompatible system in the end. Having to go with EBCDIC makes that fear potentially very real. However, if Maine libraries need a statewide automated network to share valuable resources, and if it is developed in tiers, and if Maine Maritime Academy is not to be in the first or even second tier, and if a system has a life of five or so years, then whatever we do will be of local advantage in the meantime. We shall have gained experience along the way to know better what our users require of us and we of the network. The machine-readable tapes will be clean and ready for conversion to ASCII once again, if need be.

The whole endeavor is for better service offering appropriate information through wider information resources arrived at with improved access.

MAINE MEDICAL CENTER • PORTLAND, MAINE 04102
22 Bramhall Street

LIBRARY

September 28, 1984

Ms. Susan Baerg Epstein
1991 Lemnos
Costa Mesa, CA 92626

Dear Ms. Epstein:

I can't speak for the needs and wishes of the whole Maine Medical Center Library for applications of automation, but I can tell you a little of what Technical Services would like.

I realize that the study you are doing for the Maine State Library is aimed more at statewide or multiple-group projects rather than individual libraries. However individual libraries could benefit if they could take out their input to a central system without having to make any great changes in the information. This library ought to be part of a union catalog of serials, but we'd also like very much to have our serials check-in, claiming, records, binding records, automated here. Equally, we should be part of a union catalog of books, and we'd like to have our own books retrievable on our own terminals, here. No, we don't have viewing screens at the moment. Our acquisitions are possibly not large enough to require automation at the moment, although we could probably keep better status records of microforms in an automated system. Again, the knowledge of our holdings could be available to a group but we'd also want a system solely for our own records and needs.

We do use MARCIVE for cataloging, although we feel free to amend the NLM cataloging if that seems desirable.

I hope to go to either the Oct. 15 or Oct. 19 meeting in Augusta.

Sincerely,

Rose Thompson

Mrs. Rose Thompson
Librarian-Technical Services

An Equal Opportunity Employer

STATE OF MAINE

Inter-Departmental Memorandum Date September 17, 1984

To Susan Baerg Epstein Dept. Consultant

From Louise Hinkley Dept. Maine State Library

Subject Automation

As Director of Handicapped Services at the State Library, I want to make sure you are aware of the automation plans of NLS/BPH. Information on their activities is outlined in the enclosed reports.

The State Library serves as the Talking Book Regional Library for Maine, and the public libraries in Portland, Lewiston, Waterville, Bangor and Houlton serve as subregional libraries. Statewide, over 10,000 talking books circulate each month. Also, the State Library circulates close to 3,000 large print books each month (for which we could use the NLS READS system).

I would be interested to know how you see the NLS systems fitting in with other statewide automation efforts, especially at the subregional libraries. I would be glad to share any other information with you.

Dear Ms. Epstein,

Mapleton Elementary ~~School~~ library is very small (approx. 5000 books or less.). Automation does not seem necessary or desirable at this time. I will not be attending your workshop.

Sincerely,
Martha La Pointe

Marine Science Complex

MARINE RESOURCES LABORATORY
State of Maine Department of Marine Resources
(207) 633-5572

§

Bigelow Laboratory For Ocean Sciences
(207) 633-2173

McKOWN POINT · WEST BOOTHBAY HARBOR, MAINE · 04575

LIBRARY

October 1, 1984

SBE Limited
1992 Lemnos
Costa Mesa, California 92626

Dear Ms. Epstein,

In response to your request for written testimony of needs and desires for library automation I am enclosing the following remarks for your perusal -

In addition to having direct computer access to other library collections throughout the state, I would like to see several in-house functions automated such as my serial holdings, and perhaps circulation functions.

We presently have an IBM PC with a 10 megabyte hard disk, and use it for the following: OCLC dial access (interlibrary loan and cataloging); bibliographic literature searching on Dialog; in-house database management utilizing DBase II (created a bibliographic file for a specialized collection of materials; produced card sets for this file, and specialized bibliographies); some word processing using Multimate software; future plans include automating a 10,000 item reprint collection, automating our exchange records, automating Bigelow Laboratory internal report series information, and refining our word processing to produce our monthly newsletters.

I foresee some direct involvement in the statewide automation program because our library has a very specialized collection of resources that are of potential value to other libraries and patrons throughout the state. Because 1/2 of our library operations are funded by the state, I feel we have some responsibility to make these resources more available.

I certainly think all libraries have something to offer other statewide users by automating their operations,but of course financial barriers must be taken into account. I certainly think the more specialized collections and government agency libraries should participate.

I am not fully aware of the actual costs involved in a project such as this, but it seems to me that participating institutions should pay for their own computer hardware,modems and connect charges. They should also pay for the man hours involved in processing their own institutions records. Some larger body, perhaps the state library, should pay for the software or programming charges - the cost it takes to set the whole system up and get it running.

I would like to see a Union List of books and serials and electronic mail online. A circulation system would be useful to tell the borrower it the item is on the shelf or not.

As I said, because our library has such a specialized collection, we should become involved in some manner, but cost is something we would have to consider closely.

Sincerely yours,

Pamela Shephard-Lupo

Pamela Shephard-Lupo
Librarian

Marshwood High School

SCHOOL ADMINISTRATIVE DISTRICT NO. 35
ELIOT, MAINE 03903

KENT E. ROSBERG
PRINCIPAL

LINWOOD D. SADDLER
ASSISTANT PRINCIPAL

Sept. 24, 1984

Susan Berg Epstein
Library Automation and Management Consulting
1992 Lemnos
Costa Mesa, California 92626

Dear Ms. Epstein:

I feel that technology certainly could have a useful place in any library where there are employees who either have expertise or are willing to develop expertise in the area of microcomputers. I can see a time when a microcomputer could be used to write overdues, organize bibliographies, print catalog cards, print memos, and letters and to take care of numerous repetitious and time consuming typing activities. It seems that becoming computerized should be a gradual and on-going activity. I am not willing to believe that automated is better because it is automated. In fact, it is better only if product quality is equal to or better than non-automated; if it is equally efficient or more efficient, then perhaps it is an improvement.

We are not using any automation in the Marshwood High School Library at this time. I anticipate the purchase of a computer for the library by the 1985-86 school year. I expect that we will begin gradually with overdues and book orders as well as word processing for letters and other narratives.

I do not anticipate immediate involvement with statewide automation. After we have become familiar and comfortable with our system, I will look into participation in a state system.

I do not feel that "should" should be used in terms of library automation. No specific type of library should be automated more than any other. A library needs automation only if it and its patrons will benefit from computerization. It is not a concept which can be forced on people, but rather one which can be offered and promoted. If it is rejected, then the offer can be made again later. But to force automation will only serve to create more resistance and the ultimate goal of easier access to more information and better quality products will not be reached.

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Any functions which can be enhanced by automation could be automated. It seems to me that it must be an individual decision, left to the people who might be working with the computers. I think computerized reference service, with a hook-up to a large library, would be wonderful, but there are numerous other possibilities. If only we take it as it comes - gradually - the idea will be allowed to succeed.

The technology should probably be funded in the same way that anything else in a given library is funded. I don't see special state funding for the computerization of libraries as a viable idea.

I would like to see the computer in my library ease some of the repetitious, mundane clerical tasks. I would also like to see an expansion of our services through the use of computers. I do not know the precise form which this would take, but I think it is a real possibility. Once we have become comfortable with a few computerized operations, we can consider more.

In conclusion, I would like to emphasize the need for flexibility. No idea, no matter how fine, should be forced on someone. Competent librarians should not be made to feel incompetent because of a lack of desire to automate their libraries. Libraries have been functioning very well for years without automation. Automation is not necessarily synonymous with quality. I would like to begin to use a microcomputer in the Marshwood High School Library, but it must be at a gradual level which is acceptable to both employees. We will take it at our own pace, and eventually, we will be as automated as it is reasonable for us to be.

I would welcome any thoughts and ideas from those librarians who already have begun to automate. It is an exciting time and I look forward to being a part of it.

Sincerely,

Rosemary C. Swan

Rosemary C. Swan
Librarian

RCS/hv
cc

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MERCY HOSPITAL
144 STATE STREET
PORTLAND, MAINE 04101

October 3, 1984

Susam Baerg Epstein
1992 Lemnos
Costa Mesa, CA 92626

Dear Ms. Epstein:

Just a brief note to explain where Mercy Hospital's Health Sciences Library is planning to go in the computer age... as I see it now.

Early in 1985 I hope to purchase an IBM Personal Computer with modem to access MEDLINE through NLM and then BRS & maybe DIALOG and to use word processing and spread sheet software, etc. I selected an IBM because of the operating system which you among others strongly believe will be the one used for writing library application software.

Approximately 95% of this library's book holdings 1979 to the present are already on machine readable tape through MARCIVE. We are one of the eight health-related libraries in Southern Maine that is participating in the HAMIC Union List of Books. Jan Morelli, the current chair of this consortium, has told me that she will explain more about this project.

I would like to see the Maine Union List of Serials (MULS) go on-line so that I could not only find out which library has which journal but also be able to obtain a copy of that article through an electronic mail system. Of course, journal articles are most valuable to health sciences library users.

The participation of this library in a statewide Union List of Books is questionable at this point because the size and nature of our collection makes it generally unavailable to the public. I am willing to consider loaning our collection to other health professionals through HSLIC, the statewide health-related libraries consortium. I have introduced the idea of other HSLIC members' participation in the next edition of HAMIC's Union List of Books particularly those libraries that are already using MARCIVE's card service.

I look forward to meeting with you on the 18th of October and discussing some of these concerns with you.

Sincerely,

Mary Anne Toner

Sept. 14, 1984

Dear Susan:

Distance and circumstances prevent me from attending the workshop on the 18th & 19th. I am sending some information and recommendations concerning our library here at Northern Maine Vocational Technical Institute. We have an excellent computer course here at the Institute and our computer instructors are very interested in library automation and networking with other libraries. At present we have an IBM-PC in the library which is used for cataloging, statistics (Super Calc 2), and soon word processing. Availablity of computers plus our electronics department would make networking with other libraries comparitively simple and economical. We would like to see networking available with all the other VTI's in the state; the State Library, the University of Maine at Presque Isle, and the Bangor Public Library.

As to automated functions: I would like to see the Maine Union List of Serials online, automated acquisitions and internal library office functions.

I hope this is of some help to you in your report on library automation in Maine.

Sincerely,

Margaret H. Coffin

Margaret H. Coffin
Librarian
Northern Maine Voc Tech. Institute.

33 Edgehill Drive
Presque Isle, Maine
04769

THE NORTHWOOD INSTITUTE
MARGARET CHASE SMITH LIBRARY CENTER

P. O. Box 366
Norridgewock Avenue
Skowhegan, Maine 04976
207-474-8844

September 11, 1984

Susan Baerg Epstein
SBE Limited
1992 Lemnos
Costa Mesa, California 92626

Dear Miss Epstein:

Your letter came as a considerable surprise to me because I had not known anything about the workshop you describe at the State Library. The dates of September 18 and 19 are impossible for me, since my schedule is planned farther ahead than this.

I am very much interested in the ideas you present in your letter, and I am very sorry not to be able to participate in this area.

As you may know, I was librarian at the University of Maine for many years, and we had begun automation in a good many areas in the University system. I think we should be able to contribute quite a little to the discussions you will have.

I shall look forward to receiving any printed materials which are generated as a result of this conference.

Sincerely yours,

James C. MacCampbell

James C. MacCampbell
Director

Director Emeritus
University of Maine Libraries

ans

cc: Don Wismer

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PARIS HILL LIBRARY ASSOCIATION
HAMLIN MEMORIAL LIBRARY
PARIS HILL
PARIS, MAINE 04271

Sept. 12, 1984

To: J. Gary Nichols, State Librarian

Subj: An in-depth look at the state-of-the-art in library automation

Small libraries such as this one would not be in need of automation for many years. However, I believe that all large libraries should be equipped. It would be a big load off shoulders of personnel. A lot of time is wasted hunting through files and filing.

Of course, money would be a large factor at this particular time (inflation). I understand that it is quite costly. Hopefully the price will come down in the future.

Librarian

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Health Science Library
Pen Bay Med. Center
Glen Cove
Rockland, Maine 04841

wish I could attend 10/19. Impossible.
Otherwise it's great that HSLIC has been given a time slot in this endeavor.

Re: Questions on reverse side:

① Computerized search + content, (training) updates.

② Have subscribed to BRS. Attempting to get on line via Apple.

③ My small specialized library will probably never need to get involved in automated cataloguing, circulation, mail, nor other office functions. All of the others (union catalogs, on line searching) are applicable.

④ The librarians in each type of libraries are the ones who would know what is feasible + applicable. My own impulsive answer, however, is that probably every library of every kind has need of some automated services.

⑤ For public libs: state funds + private funds. For industry: private funds.

⑥ All

⑦ I see a trend toward less material on shelves + more automated searching + catalogues + union lists. But this raises the question: "Who IS going to store it?"

Nancy Stevens 10/3/84

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Portland School of Art Library
619 Congress Street
Portland, Maine 04101
(207) 761-1772

Joanne Waxman, Librarian

Needs(desires): As a specialized art library my automation needs are more in-house. However, a Union Catalog would be helpful for those out-of-prints relating to art housed in other libraries.

Using now: None

Expected level of involvement: Would be become quite involved if small libraries were to be included.

Libraries to be automated: Most libraries could benefit from some type of automation. The degree depends on the individual need and the cost factor.

How to be funded: Since our State is notoriously short on library funding, I feel a federal or private grant should be pursued for state-wide use.

Functions to be automated: My personal needs would include: Union catalog, serials, acquisitions, circulation and internal office functions.

Changes in my library: The above mentioned automated functions would leave me freer for book selection and reference work with students.

Redington-Fairview General Hospital

September 25, 1984

Ms. Susan Baerg Epstein
1991 Lemnos
Costa Mesa, CA 92626

Dear Ms. Epstein:

As a member of the Executive Board of the Health Science Libraries and Information Cooperative, I am responding to your questions regarding library automation before we meet with you on October 19th.

First of all let me give you a little background information about our hospital. We are a small 60 bed rural hospital located in central Maine (about 1 hour north of Augusta). The health science library is a small basic collection with a library staff on one. We are very active in the interlibrary loan department. Last year, we sent for over 1200 interlibrary loans and this year we have experienced an even greater growth.

In response to your questions:

1. I would like to have access to a microcomputer that I could share with another department.

2. At the present time, I am not automated in any way. I hope to be able to put my policies and procedures on a word processor soon which is located in another department. Also, I'm trying to work up a statistics program for my interlibrary loan activity.

3. My expected level of involvement in a statewide automation project would be minimal. I could probably submit some books to be entered into a union catalog of books but since most of our texts are reference books, we only have a few that are circulated.

4. I feel that the larger academic, health science, public, and special libraries should be automated first.

5. Funding would probably come from the Legislature for the bulk of the project.

6. Since the largest problem I have in locating materials in this state is books, I feel a union catalog of books should be a first priority.

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7. I do not expect to see any changes in my library in the near future especially if it involves a substanial cash outlay. We operate on a very small budget. Not including my salary, our current budget is $6500. If you are recommending that a union catalog of books be established, I would like to be able to access the system myself without having to go through another institution as is currently done.

I shall look forward to meeting you on the 19th.

Sincerely,

Bonnie Drew

(Ms.) Bonnie Drew
Health Science Librarian

FAIRVIEW AVENUE • P. O. BOX 468 • SKOWHEGAN, MAINE 04976-0468 • (207) 474-5121

September 11, 1984
South China, Maine
04358

Dear Susan Epstein:

I'm answering your questions briefly, and am not planning to attend the conference on automation.

Our library is only 2 small rooms - about 38 ft. x 38 ft. in total size. We are open only 6 hrs per week, and have about 5000 books that circulate. It is a public library, incorporated in 1830 and holds distinction of being oldest in the state in continuous service. It was only one room until 1990. Our funding is limited. We have some endowment & memorial funds, & depend on contributions, & fund raising events. We spend about $750. for salary, per year, for 2 librarians, and budget $1000. for book purchase.

We provide a story time once a week, & in the summer provided movies on the VCR. A class in learning to run a computer was conducted by a father of 2 boys. We do not see any future in automation for our set up now, or later. We are not a research library, & can order from Augusta State Library what specific books that are requested.

Our card catalog is about now to be completed & is usually housed in a chest of drawers.

The needs we have are not enhancing the process of automation. We only hope to serve more people with increased hours.

Sincerely,
Evelyn J. Thiele

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Small Public Library Association

1 November, 1984

FROM: Small Public Libraries Association, a section of the Maine Library Association

TO: Susan Baerg Epstein

RE: Input from SPLA in re: plans for library automation in Maine

1. Our first priority is that the current level of services involving automation and the present means of access to those services not be changed. For most small public libraries, this means services provided by the AARCs and the cataloging services of the Maine State Library.

2. It is important that any and all access to systems via any form of telecommunication be compatible with systems now in use in rural areas, eg. dial access as well as dedicated lines.

3. Future standards of involvement in automation must be realistic for small libraries. We can do a pretty good job of getting ISBN and LC numbers on our shelf list cards, for example, but there is very little chance of getting microfiche readers into every small public library. Please don't set up a system that is based on use of microfiche!

4. Implementation needs to be gradual and on a schedule outlined well in advance.

5. Consideration should be given to the establishment of cluster groups within the system either as part of the overall plan, or simply by designing a system that will enable groups to set up their own clusters.

6. Small public libraries, given their limited resources, provide an exceptional level of service to their communities. Having accomplished so much on their own initiative, they cherish their autonomy and independence. They also want very much to improve the level of service available to their patrons. If any proposed automation plan is carefully explained in terms of our level of policies and procedures, and if it really does look as if it would work well for us, most small libraries will do their best to adapt to common practices as required by new systems of automation.

7. Funding. Our situations range from desperate to inadequate. No statewide program can be implemented without statewide aid, either in kind or in cash.

Thank you for your interest in the cause of Maine's small public libraries. We appreciate working with someone who understands our language. We look forward to the release of your final report. Should you require further information, please feel free to contact either of us.

Claire Lambert, President
Jesup Memorial Library
Bar Harbor, Maine 04609 CEL
207-288-4245

Martha B. Pawle, Secretary
Prince Memorial Library MBP
P.O. Box 158
Cumberland Center, Maine 04021
207-829-3180

Rumford Public Library
Rumford Avenue
Rumford, Maine 04276

September 12, 1984

Dear Susan,

What I am interested in is exploring and developing every aspect of automation technology that can aid the efficiency and productivity of my library, while preserving the individuality and autonomy of our local operation, so that we can continue to reap the benefits of pride in a job well done.

Sincerely,

Karl Aromca

Karl Aromca
Librarian

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Southern Maine Vocational Technical Institute
Fort Road • South Portland, Maine 04106 • Telephone 799-7303

OFFICE OF THE LIBRARIAN

October 26, 1984'

Susan Berg Epstein
Automation Consultant
Maine State Library
Cultural Bldg., Station #64
Augusta, Maine 04333

Dear Susan:

I am writing as a Librarian at the Southern Maine Vocational Technical Institute. I have, in the past, also been involved in working with health science libraries in Maine as a Consultant/ Consortium Coordinator. My comments are based on both experiences and on my attendance at many state library meetings.

I realize the scope of your study is automation. However, many issues lurk unresolved in this State that directly affect the automation issue. The major issues are cooperation, status, information delivery and planning.

I won't try and cover all these issues in this short note. What I will try to convey is a point of view for consideration. It is my strong belief that the State Library (in the absence of any other coordinating agency) has an obligation to serve the public with the best type of information service they can conceive. At the same time the State Library also has an obligation to establish criteria for levels of local service, create and require cooperation participation among user libraries, foster increased awareness of the need for local standards and professional services and encourage local pilot projects of a true multitype nature that can more effectively meet the needs of the local, specific information demands.

As a small example of my latter point. There are six post-secondary Vocational-Technical schools in Maine. They all fall under the Maine Department of Education and Cultural Services, as does the State Library. Until last Spring the Librarian at the Vocational schools had never met. The State Library has an obligation to encourage them to meet, cooperate and deliver their unique (to Maine) sources of information, not only to each other, but to the business, industrial and technical community in Maine.

A second example is the total absence of planned or encourage localized development of true multi-type library cooperatives. Yes, these cooperatives may fail when trustees, boards, funding, etc. get feisty. But, if the State Library was encouraging these types of arrangements and providing pilot funding for unique approaches that could be applied or avoided in other locales, those local multi-type cooperatives would have a broader base of support to respond to their boards, etc. from, when questions of why cooperate?arise.

I promised to be brief. I cannot cover all the issues, but as one last example: We are proposing a Maine wide utility data base while at the same time we have libraries who make use of the services offered by the Area Reference and Referral Centers, yet, at the same time have written policies that they do not loan materials to non-resident borrowers. Further, there are some that use ARRC services that are totally inaccessible, in some cases even to other librarians. We have a long way to go in cooperation issues.

Finally, I truly support the move toward automation. I fully support the concept of creating a structure that can be sold by the individual librarian in their individual setting to deal with their individual requirements. My major concern is that we are moving toward a concept that delivers more information to the librarian and more frustration to the user. Because of that I strongly believe localized alternative projects should be attempted prior to implementation of any state-wide utility.

Thank you for your efforts.

Sincerely,

Don Bertsch

Don Bertsch
SMVTI Librarian

Stephens Memorial Hospital

Harrison F. Hahn, Executive Director

Susan Baerg Epstein
1991 Lemnos
Costa Mesa, CA 92626

Dear Ms. Epstein,

As a member of HSLIC and the Pinetree Group of Maine, I should like to answer a few of the questions directed by you on the idea of automation in libraries. I regret that I cannot attend the meeting you have scheduled with the HSLIC Executive Board (as Region II Rep), but hope that I mirror the intentions/desires of the other librarians in my Region.

1. I currently have use of an IBM micro (PC) for online searching. I recently received my access code from the NLM (September, 1984), and prior to this my institution was involved in the Circuit Rider Librarian Program through Central Maine Medical Center, Lewiston. Now being an online searcher, I find that my plans for future computer use in the library include placing my holdings (book and journal) on diskette, as well as acquisitions. This will be a start! Eventually I would like to place ILL statistics on my system.

2. Being a very small library, and a part-time "person" in the library (although I am a full-time hospital employee), my good fortune in having the technology right here in the hospital is not indicative of other, similar sized hospital libraries in my Region. And having had the opportunity to experience the results of "my micro", I believe anyone - at any size level - should also be given the option of jumping on the band wagon. I do not feel that higher technology should be restricted to the larger libraries. On the matter of funding - I have no answers. Library budgets are constantly being trimmed, and to ask administration for funds during the current DRG period would probably result in raised eyebrows as well as negative feed-back from said administrators. The need must be stressed that in time, the resources will not be there, unless technology is utilized as a long term cost containment issue. There again, I have no answers.

3. I use MARCIVE for cataloging.

I hope that you will be able to use some of this information.

Katherine J. Hunt
Library Supervisor
Stephens Memorial Hospital
Norway, Maine 04268

9/27/84

80 Main Street Norway, Maine 04268 Telephone 207 743-5933

Knowledge from Research for All

Sunrise Research Institute

ARCHAEOLOGY
ARCHITECTURE
ANTHROPOLOGY
GENEALOGY
GEOGRAPHY
HISTORY
Nautical and Coastal

SRI Research Center, Archives & Library – Machiasport

P.O. Box 158, Whitneyville, Maine 04692

September 12, 1984

Susan Baerg Epstein
c/o Don Wismer
Maine State Library
State House Station 64
Augusta, Maine 04333

Pres. John P. Grady, Eastport 04631
Vice-Pres. J.R. Brown, Machiasport 04655
Treas. John W. Bagley, East Machias 04630
Secretary John C. Bodger, Whitneyville
phone 255-3804 (or 255-8077) 04692

Dear Susan Epstein:

I have spoken to Don Wismer at Me.Lib.Assn. meetings and at the 2-day workshop on small computers in libraries Karl Beiser led at Bangor Civic Center. He thought for births, marriages & deaths of 10 towns (later to be enlarged to include 34 more, some year) of Washington County to 1892, maybe microfiche was the answer. I attended a microforms workshop at the last MLA at Orono. Maybe.

SRI is a tax-exempt (IRS) non-profit educational and charitable Maine corporation since 1978. There are 7 local historical societies (+ DAR in Machias) & we're the Washington County historical agency. In the summer of 1985, we expect to:

1) move into a room at Washington Academy, East Machias, at a token rent of $100/yr, heat, electricity, photocopier, we'll install telephone & move in 3 file-cabinets, desk, books and periodicals, which can be added to when needed;

2) use an Osborne small computer owned by Pres. John Pike Grady, Box One, Eastport, Maine 04631, which I tried at the Bangor automation workshop, to type in from 4,000 cards the vital stats & then add 4,000 cards DAR made of Machias & E.Machias;

3) type in card-file (from lib. card cats.) of what all pub.libs, colleges, high schools & hist.socs. have in books and periodical articles & newspaper citations of more than onepage, on hist. of each of 44 towns in county + Wash.Cty. hist. + what is in <u>these</u> libs. on Me.Hist. Once that is digested, New Brunswick Hist. since it's intermingled with eastern Me.'s history. This would lead to a union bibliography on this county's history, and laterm a brief illustrated outline hist. of Wash.Cty. hist., with nutshell paragraphs and *'s to the book or periodical or newspaper citation. You doubt we can publish a book? In 1979 the Me. Historical Preservation Commission matched 50% federal funds with our in-kinds and time and some cash to publish SRI, SUNRISE COUNTY ARCHITECTURE, the more than 100 architecturally significant bldgs. in Wash.Cty. with nutshell (from 1881 Colby Atlas) on ea. town or city + photos and nutshell captions on dkx when ea. bldg. was designed & built & changes of ownership. (I wish I had had a computer and word-processor to do the SUNRISE COUNTY COOKBOOK, also 1979, 1,000 copies, o.p. with index and bibliography of Whitneyville Pub.Lib.'s 50 cookbooks + another 50 at Bangor Pub.Lib. availavle on ILL.) This 3rd book might take longer to research, vut a computer would help a bunch to get it out in this century.

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SRI is non-profit and tax exempt; for gifts, bequests etc., our legal name is Sunrise Research Institute, Inc.

At first everyone said the Osborne was too small, but if it will interface with a larger computer, wex could store this data in a bigger component.

We want to get a printer and print-out a perfect copy of these vital stats. Then we see if we can publish or not, legally. All are copied (bya CETA worker) from town clerks' records. (Anybody needing a certified copy still has to pay the town clerk $2 for a notarized copy, but if they merely need to know the name, date, mate, issue, place of death to find grave, we can help genealogists.) Right now we can*'t because we have no heated year-round Hq. & cards areawkward compared to a printout.

We proved to State CETA Board this does <u>not</u> merely duplicate what is at Augusta. What it does is add new data + make it much easier for residents + summer visitors <u>here</u>. We will work with Ethel Quimby at Machiasport Historical Society, who has quite a lot of data but not automated...yet.

KarlBeiser has an Osborne, and parts will be available again. If we can get University of Maine Extension (Orono) to fund a slot 20 hrs/wk for a person 55-61 yrs old with low income whocan* typex learn computer keyboard, 3 days a week wex can complete this genealogy project + the union cat. of Me, Wash.Cty. & local hist. data which stopped when CETA died March 13, 1981. Wash.Cty.Bookmobile Service, another non-profit Maine corp. 2 years old, Hq. U. of Me. at Machias, has such a slot for a typist & lib. clerk. We should be able to get a short-term U. Extension employee to dothese 2 jobs.

There is a G.K. Hall volume on Maine Hist. which to 1971 covered this county & sa. town & gives usthe rest ofthe State, & Walter Taranko and Dorothy Gregory, MAINE RESOURCES: PRINT & NON-PRINT (Me.State Lib. 177) is excellent but does <u>not</u> include any locations in Wash.County. Ourguidevould work with these 2, &so far we have located the periodical articles in the G.K. Hall MAINE HIST. BIBLIOGY. vàlume. <u>There are more</u>. Maine Historical Society, Portland, Tom Gaffney, was interested but until next summer we will have nothing new to report. (They have very little on this county's hist. at Portland, and Univ. of Me. at Orono Special Collections has less than we have, too.)

This is a xreference library, but has little in common with the Special Libraries Don Wismer works with. If we could hook-up what we have in East Machias next summer (<u>temporarily</u> storex in unheated 2nd floor of Whitneyville Pub.Lib.) with what is already in data base at Portland, Augusta, Orono and Bangor, we could profit by their automation and our little bit(e).

John W. Bx Bagley, East Machias Maine 04630, Treasurer of SRI, and I have agreed we don't want any <u>SRI</u> employee or payroll so don't need automation on any internal office functions. So far we don't circulate books and have few. We want to be a "clearinghouse" for the other local hist. socs. & summer visitors, genealogists, etc. Best wishes. Sincerely, John Bodger

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Thomas College Library
West River Road
Waterville, ME 04901
Sept. 5, 1984

Susan Epstein
1992 Lemnos
Costa Mesa, CA 92626

Dear Ms. Epstein:

I am writing to you because I was unable to attend the workshop that you conducted in Maine on September 18 and 19.

Our library is quite small and day to day operation does not require automation at the present time. Of course, this could change in the future. We do, however, offer DIALOG.

Sincerely,

Richard A. Boudreau

Richard A. Boudreau
Librarian

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PROPOSAL

FOR AN

AUTOMATED LIBRARY SYSTEM

University of Maine

Library Directors

June, 1984

I. INTRODUCTION

This proposal is in response to a request for a System-wide Library Automation Plan as one component of the University of Maine's Long Range Financial Plan. In November, 1983, the Vice Chancellor for Academic Affairs, Dr. Harlan Philippi, asked the eight University of Maine Library Directors to discuss the development of an on-line library union catalog for the University System. This group has had numerous meetings since that time (occasionally with representatives from CAPS), has seen demonstrations by a number of vendors, and has received responses to Requests for Information from ten vendors. This proposal, therefore, is the culmination of a seven-month information-gathering process.

II. BACKGROUND

The library collections of the University of Maine contain well over 2,000,000 bound volumes and equivalents. The library resources represent a capital investment of tens of millions of dollars; further millions are represented by the physical plants, and by staffing and other operating costs. As large as the collections of the University of Maine System are, however, none of the libraries approaches self-sufficiency in meeting the information needs of its constituency. Each year thousands of items must be borrowed on interlibrary loan to supplement the resources owned by individual libraries. Additional dollars for books is only part of the solution to meeting the expanding needs of not only the University community but all people and businesses of Maine. We also must find ways to make more effective use of the 2,000,000 items already owned by the libraries, and the many thousands to be acquired in the future. As it is now, the University collections are housed primarily in seven campus libraries, from Portland to Fort Kent, with virtually no ties bringing these collections together. Users of one library have limited knowledge about materials in the other six. Further, by their very nature, the situation for off-campus centers presents even greater difficulties, since any effective use of the University libraries by students and faculty at these centers must commence with an automobile ride to the nearest campus.

III. EFFECTIVE USE OF LIBRARY COLLECTIONS

The problems described in the previous section are not unique to Maine. Academic libraries throughout the country have been faced with these and similar problems since their inception. However, in recent years, with technology, or more specifically an integrated library system, some realistic solutions are at hand. For the University of Maine, these solutions include:

A. Improved bibliographic access to the libraries' collections

Because of their size and cost, public card catalogs are limited to only a relatively few access points per title. The usefulness of even these access points may be eroded if the user does not know the exact words and exact order of these words necessary to unlock the information in the catalog. On-line catalogs by contrast can be searched not only by the traditional author, title, and subject entries, but also by key words within these entries so that exact information need not be known. In addition, the on-line catalog permits searching by call number and by language, and allows users to manipulate their searches from the very narrow to the very broad. As a result of these enhancements, library users can find what they need more easily, and are less likely to miss relevant items. In short, there is fuller use of existing materials.

B. Remote access to library information

There are two facets of remote access to library information that are important here. First, with an automated library system, the days of requiring users to come to the library building to consult the card catalog are over. An on-line catalog makes it possible for users to check library holdings, compile bibliographies, and determine the circulation status of books while in their dorms, offices, and perhaps even their homes. Both faculty and student research will be facilitated. In addition, research by persons associated with the off-campus centers will not begin with an automobile ride to the nearest campus, but with a walk to the library terminal located at their own center.

The second facet of remote access that is relevant here is that with an on-line catalog a library user at one campus will be able to determine the holdings of the other University of

Maine libraries. For the first time, the University of Maine collections would truly become an entire system rather than discrete units.

C. Increased and more sophisticated management information

An automated library system will permit management to gather information that previously was too expensive if not impossible to compile. Access to this additional information will result in a range of improvements, from better budget planning to a more responsive collection development plan. For example, in the area of collection development, an integrated system will permit staff to easily identify high-use items that require the purchase of multiple copies; lower-use items that may safely be converted to microform, stored in compact shelving, or placed in nearby, off-site storage without hindering research; and determine what all or the libraries in the System are acquiring so that ultimately a System-wide collection development plan can be established.

Several of the University of Maine libraries already are making significant use of automated systems in the production of catalog cards, interlibrary loan, accessing national databases, and in other ways. It is time now to take the next step by moving beyond these individual applications to an integrated system. This is the only way that the far-reaching benefits outlined above will be realized.

IV. RECOMMENDATIONS

The recommendation of the Library Directors is that the University of Maine establish an automated library system linking each campus and all off-campus learning centers. There is no doubt that the value of library automation is substantial. For the University of Maine, it would provide a significant step toward more efficient and productive use of staff (particularly in the areas of circulation, serials control, and acquisition), better management decisions, and improved service to the library user.

A. Library functions

The following library functions will be automated under this proposal:

1. PUBLIC ACCESS CATALOG

Multiple terminals at each campus and off-campus center will not only provide more convenient access to library holdings, but better access as well. An on-line catalog allows for many more access points than the traditional card catalog. In addition, the labor-intensive process of filing catalog cards will be replaced by a one-time entry into the computer for each item held.

The on-line catalog will provide:

Access by author, author-title, series, subject
Keyword searching
Access by call number
Automatic display of circulation status
Searching by user defined criteria, including date and language
Browsing by author, author-title, subject, series, call number
Automatic short entry search queries, when only limited information is available
Screen helps for inexperienced users

2. INTERLIBRARY LOAN

Merely being able to identify materials held in all campus libraries is not sufficient for users. They must also be able to receive these materials easily and promptly. An automated system will substantially improve interlibrary loan, since no paperwork is involved. Once a user identifies an item held in another library, the user can request the item on the computer without having to complete and mail paper forms. Further, there will no longer be the problem of requesting a book on interlibrary loan only to find out that the item is checked out to another patron. The circulation status of all materials is immediately discernable via the computer.

3. CIRCULATION AND RESERVE

The University of Maine libraries circulate over 40,000 items each year. The present method for carrying out these transactions in seven of the eight libraries requires either the patron or library staff to complete a circulation card. The circulation card file, like

the catalog file, is inflexible, highly labor intensive, and precludes any real manipulation by management for purposes of planning and improving services. Automation will not only streamline the circulation process by replacing the circulation card with a split-second pass of books under a laser scanner or similar tool, but also will provide better control of overdue materials and items on hold for another patron. Improved statistics on collection-use patterns will be available so that items in heavy demand are identified automatically for multiple-copy purchase or for placing additional copies on reserve. The circulation system will:

Instantaneously charge and discharge books, films, etc.
Hold books requested by other patrons
Block deliquent patrons, maintain fine/delinquency records
Automatically generate overdue notices, recalls, fine notices
Provide a large number of loan options, easily amended

4. SERIALS CONTROL AND ACQUISITIONS SUBSYSTEMS

Currently, serials holdings, as well as information on materials ordered or in the cataloging process, are not in the card catalog, and therefore are not available to users. This will change with the addition of serials control and acquisitions subsystems. For example, faculty members can determine if an item is on order but not yet received, or received but not yet cataloged. Similarly, users can tell immediately with the automated system if a particular issue of a journal has been received by the library. In other words, for the first time, users will be able to determine the status of library materials through the entire acquisitions and cataloging processes.

For library staff, the serials control and acquisitions subsystems are also significant. More effective use of staff time will be possible through the automatic generation of orders as well as claim alert lists and notices for items ordered but not yet received. Furthermore, library management will have more up-to-date information than ever before about funds spent, funds encumbered,

and budget balances in a variety of management-determined categories.

Functions of the automated acquisitions subsystem include:

Automatic generation of orders for monographs, serials, films, sound recordings, etc.
Automatic generation of claim alert lists and claim notices for items not received within an expected time frame
Access to materials on order by vendor or by account charged
Fund accounting, including encumbrances
Statistical/management reports

The automated serials control subsystems would provide:

Issue-by-issue check-in of all types of serials
Display of libraries' holdings, both bound volumes and single issues
Automatic generation of claim alert lists and claim notices for individual issues

B. Governance

Policy decisions will be made by the Library Directors. A project coordinator should be hired for two years for the purposes of installation, staff training, and general coordination during system implementation. This person would report to a designee of the Directors, and would monitor vendor performance to assure that all phases of the project are completed according to specifications. The coordinator also would prepare manuals and user training materials, and serve as a consultant/trouble-shooter as needed.

C. Participation

Decisions on the creation and maintenance of the database should be assigned to a committee of representatives from each University Library. Committee consensus should be reached on cataloging standards, screen displays, and user policies, when necessary. There should be agreement that each library will share its resources with other campuses.

D. Configuration

The computer will be located in Orono, to minimize communication loads and to allow easy sharing of CAPS communication lines and equipment. The library computer must be able to store complete catalog information and indexes for 600,000 unique titles and

500,000 patron files, and must accommodate up to 200 public access, circulation, and technical processing terminals. Already-existing fixed-rate telephone lines used by CAPS can carry library system traffic for at least one year, after which one or two additional lines might be needed to USM. Several terminals from each library will be connected to one phone line by the use of multiplexors. Multiplexors will keep on-going phone costs down and allow for future addition of terminals at campus libraries as library usage and needs increase.

E. Funding

None of the University libraries can afford to support its share of the operating costs of an automation system from its annual operating budget. We recommend that the operating costs be handled from a central account, in the same way that Computing and Data Processing Services (CAPS) is supported. On-going costs, such as maintenance and telecommunications, should be handled in this way to ensure that no campus is penalized economically because of its remote location from the computer site.

V. IMPLEMENTATION

A. Phase I: On-line Circulation

In the first year of the project, libraries will convert their bibliographic records to machine-readable form. Books and patron ID cards will be labeled, and on-line circulation of books will begin.

Step 1. To date, only the University of Southern Maine has the majority of its bibliographic records in machine-readable form. This was made possible with assistance from the Chancellor's Office. One-third of UMO library records have been converted. Machine-readable records for parts of the Augusta, Farmington, and Presque Isle library holdings are also available. Existing computer tapes of these records for all campuses must be integrated into one file, and holdings not yet converted will need to be added to the database. The tape processing and database creation will be done by the computer system vendor. Conversion of manual records to machine-readable form can be done either by an outside contractor or by special project staff at each library.

Once the existing catalog records have been converted to create the computer catalog, local campus staff will be able to maintain the on-line catalog by directly inputting their current cataloging into the database. Campuses using OCLC or RLIN for cataloging will interface their local methods of cataloging with the on-line catalog. Other campuses may manually key in their holdings or make arrangements to have libraries using OCLC do the transfer for them.

Step 2. A bar-code label will be placed on each book, and a unique bar-code number will be assigned to each patron. Circulation of a book can then be done by "reading" the labels with a laser scanner or light wand attached to a circulation terminal.

B. Phase II

Patron Access Catalog. Once the card catalog is available on-line, terminals will be placed in library public service areas for faculty and student use. Terminals can also be placed in classroom buildings, offices, and dorms. In addition, existing terminals in classroom buildings, offices, and dorms can be used to dial into the library system. Dial-up access to the University's libraries will also be available for users with personal computers.

Acquisitions and Serials Modules. Step 1. The acquisitions subsystem will be implemented by adding on-line acquisitions records for the outstanding orders at each library. In addition to indicating when and from whom an item was ordered, the records will include fund accounting information, the account to be charged, the date an invoice is received, date paid, etc.

The serials control subsystem will be made operational by adding holdings and frequency information for all serial titles currently received by the libraries. By knowing when the last issue was received and the next one is due, claiming dates can be established for each title.

Step 2. Once the manual acquisitions and serials check-in files have been converted, all operations will be performed on-line, thus alleviating the need to maintain several costly and time-consuming paper files. Information pertinent to

individual titles will be added to the acquisitions and serials check-in records. For example, the acquisitions record will provide a history of claims sent, responses received from vendors, and payment information. Notes regarding variations in the frequency of publication, routing information, and binding practices can be added for each serial.

The Acquisitions module will simplify the ordering process, and will give to library users and staff immediate and ongoing information about library materials on order. This will allow campuses to avoid unnecessary duplication of expensive items already on order or owned by another campus.

The Serials module will make available to catalog users in all locations up-to-date information on journal holdings.

Decisions by collection development officers on expenditures for books and journals can thus be made with more information available.

Reference. Terminals and printers used for catalog searching will be wired in such a way that they can be used for other purposes if desired, e.g., for accessing the CAPS system or for conducting searches on commercially available databases.

VI. SUMMARY

The time has come for the University of Maine to maximize the utility of its library resources through automation. The processing, storage, and communications technologies required for library operations are now readily available. Automated circulation systems have been in operation for a number of years, numerous libraries are installing on-line catalogs, and modules for serials control and acquisitions are available or near completion. Many libraries which have waited and watched are now moving rapidly to automate, and many are already automated. Several hundred systems have been installed in the U.S., many of these in academic libraries.

Projected costs for an automated library system are attached. Phase I includes costs for hardware, software, terminals, and database creation. During this phase, the system would be used for circulation. Those libraries with significant numbers of bibliographic records already in machine-readable form could begin to use the public access catalog module. Creation of the full database will take at least a year.

Phase II includes additional terminals to implement the public access catalog fully, plus additional hardware and software to support the acquisitions and serials functions.

COST ESTIMATES FOR A UNIVERSITY OF MAINE LIBRARY AUTOMATION SYSTEM

PHASE 1: Database creation, installation of most hardware, 60 terminals, startup of online catalog and circulation systems.

One-time costs		First Year Operating Costs	
1. Central site hardware (excluding telecommunications)		Hardware maintenance	$ 58,000
CPU	$ 164,000		
Disk drives: 3.3 gigabytes	158,000		
Tape drive	43,000		
Line printer	11,000		
Battery backup	9,000		
OCLC and RLIN interfaces	10,000		
Subtotal	395,000		58,000
2. Terminals and telecommunications hardware		Communication line charges See note 1	
Terminals (60)	115,000		
Multiplexers (40 channels)	44,000		
Modems and terminal controllers	13,000		
Auto-answer devices (5)	5,000		
Subtotal	177,000		
3. Central site preparation			
Air conditioning (2 5 ton units)	24,000		
Electric power entrance and panels	10,000		
Raised floor @13.25/sq.ft.	6,000		
Walls and modifications	5,000		
Emergency alarm/shutdown system (cost depends on type of system selected)	2,000(?)		
Subtotal	47,000		
4. Installation, training and shipping			
Wiring for 60 terminals	6,000		
Other-Installation and training	12,000		
Subtotal	18,000		
5. Software	100,000	Software maintenance	12,000

PHASE II: Add 100 additional terminals and associated hardware.
Expand dial-up port capacity.

A. One-time costs

1. Central site hardware

Additional CPU	164,000
Additional disk drives (1.1 gigabyte)	53,000
Additional printer	11,000
Battery backup	9,000
Cabinets	5,000
Subtotal	242,000

2. Terminals and telecommunications hardware

Terminals (100)	192,000
Multiplexors (80 channels)	88,000
Modems and terminal controllers	22,000
Auto-answer devices(10)	10,000
Subtotal	312,000

3. Installation

Wiring for 100 terminals	10,000
Other	5,000
Subtotal	15,000

4. Software enhancements 10,000

PHASE II

ONE TIME COSTS 579,000

B. Second Year and On-going Operating Costs

1. Labor

Project coordinator	30,000

2. Hardware maintenance 166,000

3. Software maintenance 13,000

4. Supplies

Barcode labels	2,000
Other	4,000
Subtotal	6,000

5. Communication line charges

See note 1 above

PHASE I & II

ON-GOING COST 186,000

6. Database creation

Convert records to machine readable form (325,000 @ .60)	195,000
Tape extraction (Amigos price)	9,000
AACR II verification (Amigos price)	23,000
Merge files and load tapes	9,000
Subtotal	236,000

7. Initial supplies

Barcode labels for 1.1 million volumes	41,000
Computer tapes (50)	1,000
Miscellaneous	5,000
Subtotal	47,000

8. Labor

PHASE I

One-time costs TOTAL	920,000

Note 1. The plan is to make use of unused channels on lines already used for CAPS communication. Existing university TELPAC lines appear to have adequate reserve capacity for projected loads for at least 2 years except at USM. Although no dollar figure is given, the existing line charges should be prorated between CAPS' budget and the budget for the library automation project, based on proportional use by each system. In the second year one or two additional lines may be needed to carry traffic from USM. Also, on some of the campuses it may be necessary to run wiring between buildings if the telephone company refuses to allow telephone lines to carry data from the library to the multiplexor location. We have no estimate for these costs yet.

Supplies

Barcode labels	2,000
Other: Tapes, paper, ribbons, etc.	4,000
	6,000

Labor

Project coordinator* (including benefits)	30,000

On-Going Cost TOTAL	106,000

* This person would be needed for about 2 years. All other labor costs would be met by reassignment of existing positio

University of Maine Libraries - Statistics pertinent to automation
arranged by library size (Volume count)
Source: Reports from each library (Many figures are approximated)
January, 1984

Campus/Branch	Titles in Library			Physical Units		Materials Budget, 1983-4			Library Users			Circ.	Titles in Machine	Terminals
	Monographs	Serials	Total	Volumes	Other	Serials	Monographs	Total	Fac.	Studt	Other	1982-83	Readable form	needed
Orono														
Fogler														
Bangor CC														
Darling(Walpole)														
Total	371,000	8,700	380,000	588,000	Micro 400,000 Doc 946,000	595,000	302,000	897,000	600	11,650	3,600	200,000	110,000	42 + dial p
Southern Maine														
Portland														
Gorham														
Total	261,000	2,700	264,000	338,000		155,600	105,000	260,600	668	8,768	524	91,000	220,000	68
School of Law (Portland)	37,000	3,000	40,000	186,000		187,600	46,900	234,500	17	240+	100(?)	17,000	0	11
Farmington	74,300	795	104,600	94,700	Micro 14,150 AV,Doc 31,200	23,900	24,000	47,900	92	2,115	148	48,600	30,000	9
Presque Isle	56,800	703	57,500	76,500		18,000	28,200	46,200	75	1,000	285	14,700	10,750	16
Machias	57,140	460	57,600	57,700		13,500	15,200	28,700	36+	819	672	17,400	0	7
Fort Kent	39,500	187	39,650	44,000		6,400	20,800*(?)	31,100*	23	679	40	6,000	0	5
Augusta														
Main Library														
Auburn Ctr														
Rockland Ctr														
Total	33,700	77	33,800	37,200		12,275	27,800	41,275	204	3,261	115	6,000	6,000	3
GRAND TOTALS	930,440	16,622	977,150	1,422,100		1,012,275	569,900	1,587,275	1,715	28,532	5,484	400,700	376,750	161

*1981-82 figures

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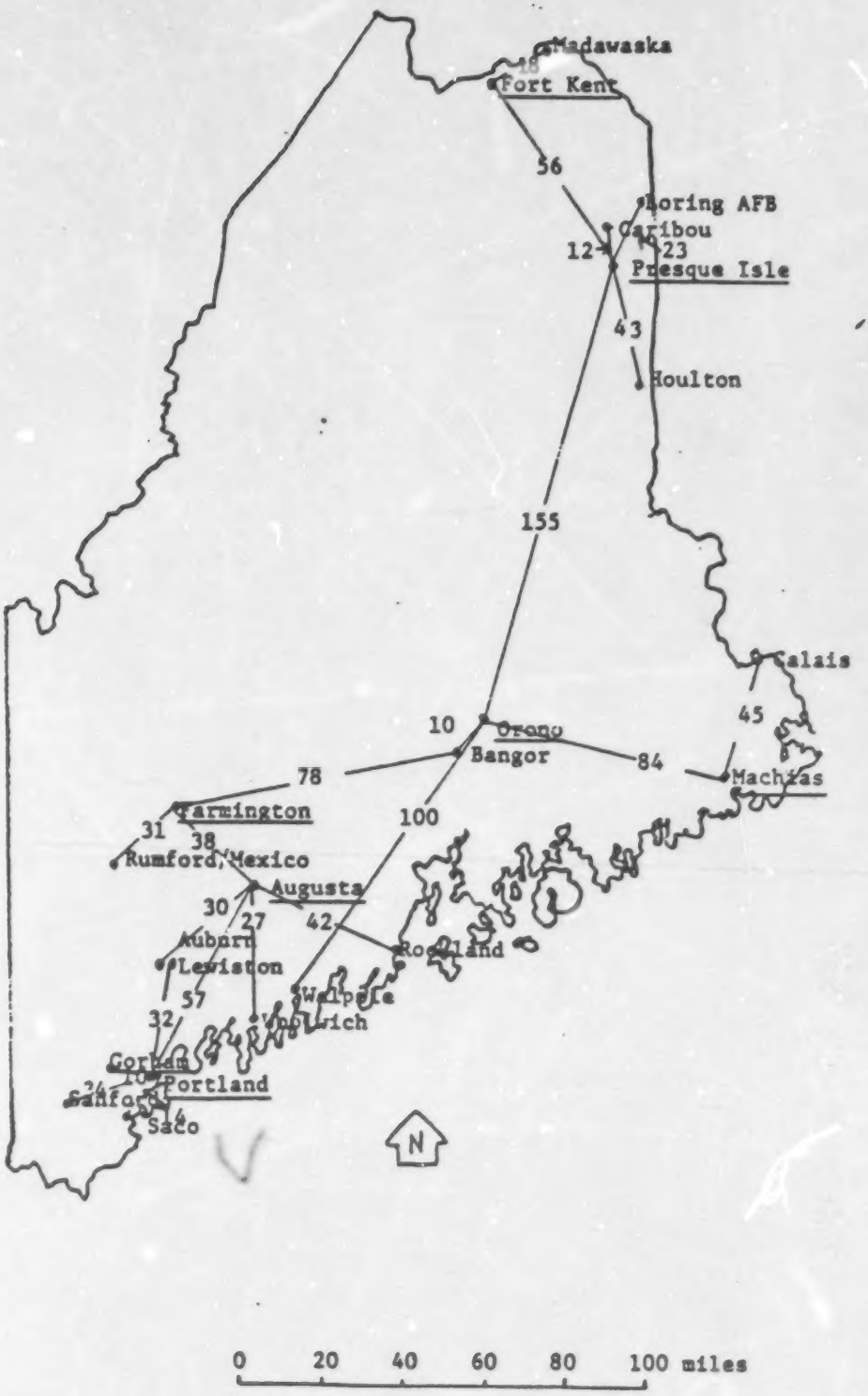

UNIVERSITY OF MAINE CAMPUS AND OFF-CAMPUS CENTER LOCATIONS

Proposed Sites for Computer Terminals

*Main campuses are underlined.

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UNIVERSITY OF MAINE *at Presque Isle*

Library

Presque Isle, Maine
207/764-0311

September 18, 1984

Susan Baerg Epstein
c/o Don Wismer
Maine State Library
State House Station 64
Augusta, ME 04333

Dear Ms. Epstein:

Since UMPI library staff is unable to attend the workshop at Augusta, we would like to provide you with the enclosed testimony regarding the current automated status of our library, and to apprise you of our needs.

Thank you for your request for testimony. We hope that it will prove to be instrumental in attaining state-wide and/or regional automation.

Sincerely yours,

Anna Mcgrath

Anna Mcgrath
Chief of Technical Services
for the Library Staff

AM/ln

enc

Present Use of Automation

The Library/Learning Resources Center of the University of Maine at Presque Isle is presently involved in developing its services with automated technology. We are a member of Nelinet for access to OCLC for automated cataloging, including a retrospective-reclassification project of our entire collection of books (with in-house card production, using a memory typewriter). We also have an M300 for access to OCLC for interlibrary loan and database searches through "BRS" and "Dialog", with access to "The Source" also available. We have an IBM PC for in-house control of serials, audio-visual collection of sound recordings, and for a-v equipment control.

We would be very interested in joining either a statewide online network or a regional (New England, or Northeast U. S.) network, for circulation, cataloging, and interlibrary loan. These networks should include all academic and large public libraries.

We anticipate involvement in a statewide, or regional online network to the extent funded by the Chancellor's office (with the expectation that each participating library would contribute to the financing). Our automation experience has been funded through Title III, which unfortunately terminates on September 30, 1984. At that time, we may have to use the OCLC 105 terminal for both cataloging and ILL, and the M300 as an IBM PC for database searching only, to save money for the retrospective/reclassification project.

Functions that should be automated include:

Online catalog of books, serials, government documents (Maine and federal), software, and audio-visual collections
Online reference database searches
Online circulation

Anticipated changes that we would like to develop in our library include in-house databases (from which bibliographies could be shared throughout the system) of the following special collections:

Aroostook Collection
Maine Collection
Juvenile Collection
Government Documents Collection
Audio-visual Collection

Medical and Regional
Office Center

Togus ME 04330

Veterans
Administration

October 4, 1984

In Reply Refer To: 402/142D

Ms. Susan Baerg Epstein
1991 Lemnos
Costa Mesa, CA 92626

Dear Ms. Epstein:

I enjoyed your automation workshop of September 18 & 19 very much. You are a very accomplished speaker when you can stand on your feet all day and talk pleasantly and coherently about your subject without appearing to refer to notes. I believe everyone, regardless of their prior level of knowledge, enjoyed it very much.

I am going to try to answer the questions that you posed to each library. I will take them slightly out of order. Before I begin, I'd like to briefly described our library:

> We have both a medical library and a patients' library in this large VA Medical Center which serves the entire State of Maine. Our medical library is actually split into two different parts because the overall hospital facility, being old, is spread out over a campus in a horizontal fashion; therefore, splitting the medical library into two separate pieces, one at each end of the facility, makes the library more convenient for its users, although not for its staff. The patients' library is in yet a third area close to the psychiatric wards, the psychiatric patients being the heaviest users of it. Our medical library is the largest one in this State and provides services to the entire health care community of this State as well as students of the health professions; this is because Maine has no major medical school library, and the VA, at least ten years ago, decided to use its medical library as a facility to try to fill that resource gap. Thus, our medical library has a larger than usual collection for a normal VA Medical Center, and we have a larger than normal staff in the library, both to provide these services inward and outward, and also because of the three different areas to be staffed.

To answer question number 2, "What automation and/or technologies are you using now or in the near future?": first of all, we have been doing online searching here since 1974, and we daily search on NLM, BRS, and DIALOG, using all three vendors. We contract with NLM directly. We contract with BRS and DIALOG through Fedlink. We have a dumb terminal in each of the medical libraries, one being a 300-baud Teletype 43 printer, the other being a 1200-baud DEC LA100 printer. We have two medical librarians who are excellent online searchers. We provide searches not

only for our own inhouse staff and student affiliates, but also to the middle section of this State, roughly the greater Kennebec Valley area, and for most of these searches we do not charge but absorb the cost ourself. We are also using, as of June 1984, CLASS OnTyme II for electronic mail, and we absolutely love it! At this point in time, we are the only library of any type in this State who is using it; I dearly wish that all libraries had it. It would make interlibrary loan a lot easier, and it would make communicating within the various library organizations much more efficient. I have really fallen in love with the concept of electronic mail. We are also using our dumb terminals to order the bulk of our medical books online through Brodart. We have been doing that for one full year, find that we get good service from Brodart, and it allows us to bypass the very cumbersome and time-consuming procedures of our VA Supply Service in their normal procurement process; the end result is that we get our medical books much faster with much less paperwork involved. We are a week overdue at this point in time in taking receipt of our own DEC Rainbow 100+ microcomputer. We will be using this microcomputer for much of our library office word processing, budget keeping, and statistical collection analysis. We will also be using it to facilitate the uploading and downloading of our online searches. We have been borrowing another office's DEC Rainbow 100+ during the past year to do word processing and already have a number of bibliographies and repetitive letters entered on disks. The VA hospital here as a whole is in the process of installing a core ADP system whose primary purpose is to provide patients' scheduling, pharmacy prescriptions, medical records tracking, etc., in the provision of patient care. Our facility's installation is almost complete. The core system also has on it the VA-created database system called File Manager. Once the rest of the cabling is complete, we will be able to access File Manager from either our own microcomputer or our dumb terminals, and we plan to use it to start setting up some larger-scale statistical database packages to keep track of our audiovisual usage and also our online search statistics. We hope to have designed our databases for these functions well enough that they can be used by other VA libraries throughout the country who will also have access, sooner or later, to File Manager. The VA, as you probably know, is very committed to the MUMPS programming language in its core system. Most of the core systems which either have or are about to be installed have been on DEC equipment.

Question number 1, "What are your needs or desires in the area of automation technology?": Beyond what I have already described, I would like to have installed in our library within the next two to three years an integrated library system, probably using MUMPS because of the necessity to interact with the patient database, and which will provide for our circulation, acquisition, public online catalog, and serials control systems. Our bureaucracy requires the regeneration of terrific amounts of statistics, counting and analyzing almost everything that could be counted and analyzed in a library setting, and I want an integrated system that will do as much of this for us as is possible. The circulation system needs to be able to operate in such a way that a patron does not have to present an ID card of any sort, but at the same time, we have to keep very careful patron records because no patient or employee may leave the hospital without being cleared through the libraries.

3.

Ms. Susan Epstein

Question number 3 is "What is your expected level of involvement in statewide automation?" We would like to be fully involved. We would greatly benefit by having access to and participating in an online catalog of monographs for the entire state, although monographic interlibrary loans do not comprise much of our interlibrary loan traffic, which in our type of library is mainly for periodical articles; the location of monographs is a very difficult process due to the lack of any good locator tools in Maine, and thus it takes up an inordinate amount of time. We would be very willing to put our holdings online and share them with everybody, as indeed we already are doing. At this point in time, the VA supplies the cataloging for our medical library materials and for the nonfiction in our patients' library through a centralized OCLC service; by this, I mean that we submit our cataloging requests to our central office in Washington and they in turn procure OCLC card sets for us. We have an OCLC symbol--VECI; however, it is a suppressed symbol in that it cannot be used for locations. Our central office has been providing us with union lists on microfiche of VA holdings for the last several years based on collective OCLC tapes; this year they realized that the database of our collective holdings was very dirty, full of inaccuracies, redundant records and records for books which had been deleted some time ago. Therefore, each and every one of us spent the whole summer cleaning up a printout supplied to us by Blackwell North America, the VA's monographic union list contractor. Therefore, soon our holdings, once Blackwell completes this cleanup process, from 1977 up through the end of 1983, ought to be near-perfect. It is my understanding that we can, when we wish, buy a copy or buy a tape of our holdings to be used locally in any way that we would like to have it used. When there is an online catalog for the State of Maine, we would be glad to submit that tape to input our holdings. The fiction in our patients' library, however, is not in any sort of machine-readable form. We do our own local, very simple, author/title cataloging for fiction. We will start right now putting the ISBN and LC card numbers on our fiction shelf list, and we will try to do it retrospectively when we do an inventory. However, the conversion of that part of our collection will take quite a bit longer and will be more difficult.

Question number 4 is "What libraries or types of libraries do you think should be automated?" I really think that all of the libraries in this State, small or large, should be automated, at least to the extent that they can call up an online catalog of monographs or perform some sort of remote database searching, either through the use of another library or through themselves directly. I would also like to see all the libraries hooked by some sort of electronic mail. I am particularly interested in school libraries and want to see them fully integrated into this system. I happen to be the chairman of an area school board and I really do feel that our school libraries tend, in terms of the automation and information retrieval technologies which are apparent to the students (not those used for internal library management purposes), ~~are~~ to be quite far behind. I

definitely think our school libraries should have online access to a union catalog of monographs, and I think they should be teaching and using daily remote database searching in lieu of using the printed indexes with their students. I firmly believe that the era of using a conventional printed index to find fairly current information is coming to an end. Online database searching is simply a much better way to search, regardless of the simplicity of the subject, and I feel very strongly that this generation of high school students should be well-acquainted with these capabilities and with the very large range of databases already available.

Question number 5 is "How should this use of technology be funded?" I would like to see the State fund the basic system which would allow for the creation of the online catalog of monographs and for the retrospective conversion of any possible participant in that process. And I would like to see the State fund the acquisition of a terminal, and if necessary, a telephone, for any library to be able to tap into that database when it is created, if they do not already have a terminal. Beyond that, I think if any individual library wants to use that database or a subset of that database as the basis of their own internal library system such as circulation, acquisitions, or public catalog, I believe they should fund those functions that will be purely internal to themselves by themselves. I would also like to see the State fund an electronic mail system for the entire community of libraries in this State. I do think it is reasonable to expect that, if a library receives funding from the State for any of these services, they be committed to sharing their resources.

Concerning questions number 6 and 7, I believe I have already answered them in questions 1 through 5 above. I do hope to see a system that is broadbased, compatible with almost any subsystem that anybody wishes to utilize, capable of growth—considerable growth, and compatible with other systems which may exist both in this State and in other states or in other networks that some of us also belong to.

I'm really looking forward to your series of small meetings during the week of October 15th. I believe I will be present for at least three of them.

Sincerely,

MELDA W. PAGE
Chief, Library Service

WALKER MEMORIAL LIBRARY
800 MAIN STREET
Westbrook, Maine 04092

October 16, 1984

Susan Berg Epstein
c/o Don Wismer
Maine State Library
State House Station 64
Augusta, ME 04333

Dear Ms. Epstein:

In response to your request for written testimony as regards our needs and wishes in the area of library automation we submit the following information:

Our needs and desires in the area of technology are at present software applicable to library uses in COBOL language.

We have recently been given a Data General, Micro-Nova computer with hard disk and dual disk-drives, plus a printer. This was a generous gift of the Data General Company, which has a plant in our city. It is programmed to use COBOL and at present we are entering our borrowers file via a program designed for us by Data General. We are also set up to do book lists of varying types. We would like to have programs to take care of our in-house statistics and be able to produce reports for the City and the State Library.

We would like to be connected to Portland Public Library, our Area Resource and Reference Center.

We think that any library with a desire should be automated. We would hope that the ARRC would be connected to medical & scientific libraries, University Libraries, etc.

Various types of funding might be available. Corporate money for hardware, Grant monies for the link-ups, and State and Local funding for the periferals.

First on our list of automated functions would be a Union Catalog of books, preferably online. Reference Database searching is important as well as automated cataloging.

We are hoping to be able to locate a book in any library in our area, have it mailed to us, or send the patron directly to the holding library. We would like to see our in-house operation run more smoothly and efficiently, with less duplication of time and effort for the staff as well as the patron.

Sincerely,

Carolyn Watkins, Director

Dear Ms. Epstein,

I will be unable to attend the workshop concerning library automation. Because of the size of our library and the small budget that we have it will be some time before we will be able to do anything like that.

Yours truly,
Barbara Porter
Librarian
Washburn Memorial Library
P.O. Box 775
Washburn, Maine 04786

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P.O. Box 137, phone 255-8077 (or Bodger = 255-3804)
WHITNEYVILLE LIBRARY ASSOCIATION
Whitneyville, Maine 04692

John C. Bodger, President
Olive Ackley, Vice President
Phyllis Sullivan, Treasurer
Dorothy Bodger, Secretary
Librarian
Wilfred McReavy, Vice President

September 11, 1984

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Susan Baerg Epstein
c/o Don Wismer
Maine State Library
State House Station 64
Augusta, Maine 04333

Dear Susan Epstein:

I note that your headquarters is in southern California. Born in Los Angeles, I graduated from Pomona College and received my M.L.S. from University of California, Berkeley, 1955. I have been employed at California State University, Long Beach, Library as well as college libraries and "middle-sized" public libraries (50,000 volumes) in New Jersey, and Toledo-Lucas County Pub.Lib. (500,000, hq. N.W. Ohio ILL of OCLC) until 1974.

Since then, for 10 years, I have built up this smallest of public libraries,(see Maine Library Statistics for 1983) from 1,000 volumes and 300 circulation to nearly 10,000 vols, 8,000 circ., maybe 9,000 by Dec. 31, '84. At one time, with CETA, I had 7 employees, but at present I had a high school typist this last July, have a college junior 6 hours a week and the former librarian and present storyteller between 6 and 10 hours a week, so we keep open 18 hours and I work more than 20 hours.

I attended Karl Beiser's small computers in libraries class at Univ. of Maine at Machias last spring, and his 2-day workshop at Bangor Civic Center, but there is a conflict Sept. 18-19.

1) We in Washington County need a terminal at UMM so we can locate ILL. At present I don't see how a computer can do the small volume we have-- 4,000 adult books borrowed, mostly fiction, and 4,000 children's books, mostly deposited at 3 schools. The Machias High School Library is automating, so we plan to have a "union catalog" of what Whitneyville Library has for grades K-8 at the Rose M. Gaffney Elem.Sch.Lib. a few steps from MHS Lib.

2) I have talked union cat. for 10 years but uninformed people in high places believe all 14 pub.libs. in this county have all the same books. Wrong. (I'm also librarian of SRI, and at the proposed new hq. in East Machias with a small computer we can make a union cat. of books, mag. articles, pamphlets, newspaper citations, obituaries, of each of the 44 towns & on Wash.Cty. & what Maine material ea. pub.lib., high school, hist.soc. has on Me.Hist.) Everyone ILL's from Bangor Pub.Lib, which is gigantic circ. but 12½% of adult circ, almost 1% of children's.

3) Union List of Serials in major libs. of Me. exists, very useful, but librarians in this area pooh-poohed local union list. I have only 6 periodicals, BUT I HAVE UNABRIDGED READER'S GUIDE & the schools don't have it. (I plan to offer it to school libs. if they will hire a prof. elem. school librarian for 475 K-8 students in their new bldg, which will TRIPLE present space for classrooms & media center-lib.)

What Whitneyville Pub.Lib. wants to be is the back-up library for the Machias elem.sch.lib. They have maybe 3,000 Grade 2-7 books, and send 8th grade to high school lib.; we have 1,000 K-2 books and another 1,000 Gr. 3-8 books, so together we would meet the ALA guidelines of 10 vols. per student x 475= 4,750 vols. + their periodicals & my Abridged Reader's Guide & National Geographic Mag. indexes + most of the 1920-1970 NG Mags. I don't see how we can do much with the senior high school lib. as presently constituted.

Of course ordering LC printed cat. cards isn't totally satisfactory, and we have to make our own crude cards for many paperback originals and Parents' Mag. Pr. children's book K-2's. However, typing tracings seems to me better for this library than finding & keeping a computer operator, and I am not yet convinced that centralized cataloging at Augusta is here yet. Askx around, as I have for 10 years, and see if the State has incfeawed per capita (No) or stipend (little) and Bookmobile (abandoned it for Books-by-Mail). Biggest success story is ILL from Bangor Pub.Lib.

We will have to assign numbers to borrowers instead of signatures, within 5 years. But suchx a small circulation as ours doesn't justify automation or photographic. The book-card (even with #'s instead of names) gives us some handle on reserves. This library has no overdue fines, but has very few overdues. The book drop works well.

Getting back to 1), helping UMM Library become a center to find out where a certain recent title is, or to find unusual material, will justify automation in the Library of UMM as well as in business office, teaching undergrads how to operate terminals, etc.

When the State legislature rejected 2½¢ 25¢ per person, offering ea. pub.lib. 14¢ instead of 10¢, we voted to give the 4¢ to the 3 Area & Reference Libs-- Bangor, Portland Pub. & Me. State Lib. for 7 central counties. Automation at Bangor would help us out here.

Best wishes.

Sincerely,

John C. Bodger
Librarian

P.S. I'm going to be 66 years old this year. There is more hope for Ellen Sullivan, my 1st college student typist 10 years ago, who has enrolled this month at U. Rhode Is. grad.lib.school. She relates to computers OK and was one year at U. of Me.at Orono Lib. My present college student assistant, Rebecca Bridges, will enroll in grad. lib. school in 2 years, and will have to learn automation. It is enough I directed kids making 12 movies, have shown 40 movies in this lib.bldg. the past 10 years for kids, and have recruited these 2 future librarians. This pub.lib. will continue, with a trust being set up next spring, but will profit from the automation at the school libs. & UMM & Bangor. JCB

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